ICN

Enhanced Services to Benefit Iowans
Internet • Voice • Data • Video

Customer Satisfaction Surveys

Fiscal Year 2013

New Look…New Enhancements…Same Dedicated Commitment

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Methodology

The Iowa Telecommunications and Technology Commission, doing business as the Iowa Communications Network, is an independent executive branch state agency that administers a state-wide fiber optic network for the State of Iowa. Chapter 8D, Code of Iowa specifies the authorized users of the Network, which includes public and private K-20 education, state and federal governmental agencies, public libraries, hospitals and physician clinics, and National Guard Armories. Satisfaction of ICN authorized users is an integral part of the agency's mission.

Surveys: Four separate surveys were sent to specialized groups within the ICN customer base: account consultant contacts, technical support contacts, video scheduler contacts, and billing contacts. These surveys were conducted to determine the overall customer satisfaction level regarding ICN personnel conduct, as well as the user satisfaction with the specific services impacting the respondents in each specialized group. This process was utilized to ensure that the appropriate persons were completing the evaluation so that personnel conduct in general and each service could be rated more appropriately. For this analysis, all responses to specific questions from the specialized groups were aggregated to provide an overall response.

Contacts were compiled from existing lists. A total of 3,483 customers were invited to take the surveys. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software with the window to respond between the initial invitation date of April 23, 2013, and May 7, 2013. A reminder e-mail was sent by staff on May 1, 2013. Following are the response rates for the surveys:

Surveys	Total Invitations Sent	Invitations Successfully Received	Completed Surveys	Response Rate
Account Consultant Contacts	1,803	1,647	182	11%
Technical Support Contacts*	750	625	181	29%
Billing Contacts	748	678	118	17%
Video Scheduler Contacts	182	162	41	25%
2013 Total	**3,483**	**3,112**	**522**	**17%**
2012 Total	2,925	2,461	312	13%
2011 Total	2,307	2,172	281	24%

The combined response rate for these surveys was 17 percent compared with a 13 percent response rate for FY 2012 customer surveys.
*There was a significant increase of 'total survey invitations sent', as well as the total number of completed surveys for the technical support contacts in FY 13. In FY 12 there were 16 technical surveys completed, which increased to 181 for the FY 13 customer survey. The reason for the increased technical contact listing was that it was acknowledged that the technical sample size surveyed in FY12 wasn't an accurate reflection. When compared with historical statistics, the satisfaction percentages may have a dramatic result when comparing similar categories.

The ICN functional areas evaluated in this survey are as follows:
- ICN Account Consultants
- ICN Project Management
- ICN Installation
- ICN Billing

- ICN Service Desk/Network Operations Center (NOC)
- ICN Maintenance and Repair (Des Moines Metro Area)
- ICN Maintenance and Repair (Outside the Des Moines Metro Area)
- ICN Video Scheduling

These surveys included a skip logic feature that allowed respondents to answer those sections of the survey that were applicable with their ICN experiences only during the past fiscal year. This report contains a section detailing the responses within each area. There were also "open-ended" survey questions for each area.
- The 2013 surveys allowed ranking of services for the current fiscal year only.
- The "do not know/not applicable" responses were not included in the satisfaction calculations.
- Comments within the survey have only been altered if a specific functional area was mentioned, to change misspelled words and use capitalization needed for clarification.

Terminology
- *Accountable Government Act (AGA) Performance Plan Target* – Iowa agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 85 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- *ICN Services* – Voice, data, Internet, and video specific products.
- *ICN Personnel Conduct* – Personnel conduct includes the delivery of the product and attributes such as professionalism, timeliness, and follow- through with customers.
- *Satisfaction Score* – This rating is the combination of the Very Satisfied and Satisfied rating for each item. The "Don't Know" and "Not Applicable" responses are not considered in determining this score.
- *Significant Difference* –The ICN investigated the differences between the two top box scores or the 'satisfaction' score to determine if there is a difference of over 5% from year to year and indicate those differences as significant. These significant differences will be highlighted. Negative significant differences will include red text.

Historical Data
Comparable data for the FY 2008, FY 2009, FY 2010, FY 2011, FY 2012 and FY 2013 surveys are available at the end of this report (page 45).

Executive Summary

The ICN annually requests feedback from authorized users to take a pulse of their satisfaction regarding service provided. Many of the questions are the same or similar to questions asked in previous years. This allows staff to determine if there are significant differences in scores. Some of the measures generated by the surveys are included in the Accountable Government Act performance evaluations.

The surveys were sent to specific types of contacts that ICN staff members work with on a daily basis. Not all of the categories of questions were asked of all contact groups. For example, ICN staff did not expect the accounts receivable person to have contact with the wiring technician. The goal was for respondents to rate the services and personnel with whom they had current experience and therefore were only asked to rate personnel and services that they had dealings with during the past year. The information provided in this analysis will be an aggregate of the four surveys. The first five questions of the survey were designed to measure overall satisfaction, as well as providing demographic information regarding the respondents.

Demographic Information

By what type of organization are you employed?		
	Response Percent	Response Count
Post Secondary Education	7.1%	37
K-12 School (including AEAs)	53.6%	278
Executive Branch State Agency	15.4%	80
Judicial Branch State Agency	2.1%	11
Legislative Branch State Agency	1.9%	10
Federal Agency	1.2%	6
Public Library	5.4%	28
Medical Organization	6.7%	35
Other (please specify)	6.6%	34
answered question		**519**

Overall Satisfaction

Overall Satisfaction with ICN Services

Overall, how satisfied are you with the services you receive from ICN?	Response Percent	Response Count
Very Satisfied	52.3%	257
Somewhat Satisfied	36.9%	181
Somewhat Dissatisfied	8.1%	40
Very Dissatisfied	2.6%	13
Don't Know	*Not included in response count*	28
Response Count (Does not reflect Don't Know)		491
Satisfaction Score		89.2%

Over 89 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall satisfaction of services received from the ICN which is similar to last year's score. The overall satisfaction score is a 2.66 percent decrease from FY 12 overall satisfaction rating. 10.7 percent of the respondents indicated dissatisfaction with the overall satisfaction of services received from the ICN.

Value of ICN Services

How would you rate the value of the services you receive from ICN?	Response Percent	Response Count
Excellent Value	41.0%	213
Good Value	40.8%	212
Fair Value	13.9%	72
Poor Value	4.2%	22
Response Count		519
Satisfaction Score		81.9%

Almost 82 percent of those responding to this question indicated that the value of ICN services was either an excellent or good value, as compared with 82.3 percent satisfaction score last year. This was a difference of less than one percent and is considered a consistent rating. Just over 18 percent of the respondents indicated that ICN services were either a fair or poor value.

Recommend the ICN

How likely would you be to recommend additional ICN services to decision makers within your organization or your peers?	Response Percent	Response Count
Very Likely	48.8%	234
Somewhat Likely	35.6%	171
Somewhat Unlikely	10.0%	48
Very Unlikely	5.6%	27
Don't Know / It Depends	*Not included in response count*	39
Response Count (Does not reflect Don't Know/It Depends)		480
Satisfaction Score		84.4%

Over 84 percent of those responding to this question indicated that they would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers. This rate is .35 percent lower than the 2012 response and is considered a consistent rating.

What is your level of awareness of the following ICN services?									
	High		Some Understanding		Minimum Understanding		I didn't know ICN offered this service			
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Count	At Least Some Understanding
Data	31.90%	163	37.57%	192	21.92%	112	8.61%	44	511	69.47%
Internet	47.46%	243	32.42%	166	15.43%	79	4.69%	24	512	79.88%
Video	26.67%	136	43.73%	223	24.12%	123	5.49%	28	510	70.39%
Voice (Phone)	22.55%	115	39.22%	200	27.45%	140	10.78%	55	510	61.76%

There was an slight increase in the combination of high awareness and some understanding when asked in these surveys whether they knew that the ICN provided various categories of services with data (.49 percent) and Internet (2.14 percent) from the FY 2012 customer surveys. Knowledge of ICN's video services decreased by just over four percent, while voice services decreased by just over one percent.

Functional Areas and Personnel Conduct Analysis

Overall Satisfaction Scores for the Functional Areas Measured	
Functional Area	**2013 Satisfaction Score**
Overall Account Consultant Performance	93.27%
Overall Project Management Performance	93.10%
Overall Installation Performance	92.61%
Overall Billing Performance	89.86%
Overall Service Desk/Network Operations Performance	96.18%
Overall Maintenance and Repair Performance (Des Moines Metro Area)	91.38%
Overall Maintenance and Repair Performance (Outside the Des Moines Metro Area	89.47%
Overall Video Scheduling Performance	97.75%

Account Consultants

(Ranked by Account Consultant Contacts and Video Scheduler Contacts)

Approximately how many contacts have you had with ICN Account Consultants in the past year?	
	Response Count
0	101
1-3	87
4-6	15
7-9	4
10+	14
Response Count	221

ICN specifically asked survey respondents to indicate the number of contacts with account consultants during the past year. If respondents did not have contact with account consultants during FY 2013, they were directed to the next series of questions and did not rank Account Consultant attributes.

Of the 221 respondents who answered the question, 120 said that they worked with ICN Account Consultants at least once during FY 2013. Respondents were consistently satisfied with the Account Consultant attributes. Three of the ten attributes scores increased from FY 2012, while the other seven percentages decreased, with three of the attributes in the mid to high eighty percentage range.

How satisfied are you with the following ICN Account Consultant attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
Quality of responses to your questions and concerns	46.60%	48	45.63%	47	7.77%	8	0.00%	0	Not included in response count	9	103	92.23%
Timeliness of response to your needs	56.31%	58	37.86%	39	3.88%	4	1.94%	2	Not included in response count	10	103	94.17%
The knowledge level of ICN Account Consultants	61.39%	62	35.64%	36	2.97%	3	0.00%	0	Not included in response count	11	101	97.03%
ICN Account Consultants keep you informed of changes	50.00%	50	38.00%	38	9.00%	9	3.00%	3	Not included in response count	13	100	88.00%
Ability of ICN Account Consultants to anticipate your needs and proactively provide assistance	40.40%	40	49.49%	49	7.07%	7	3.03%	3	Not included in response count	12	99	89.90%
Professionalism of ICN Account Consultants	72.82%	75	25.24%	26	0.97%	1	0.97%	1	Not included in response count	10	103	98.06%
Follow-through by ICN Account Consultants after the product is installed	46.32%	44	46.32%	44	7.37%	7	0.00%	0	Not included in response count	17	95	92.63%
Service provided met your objectives	52.83%	56	41.51%	44	4.72%	5	0.94%	1	Not included in response count	7	106	94.34%
Ongoing consultation	46.32%	44	40.00%	38	12.63%	12	1.05%	1	Not included in response count	17	95	86.32%
Overall Account Consultant Performance	50.96%	53	42.31%	44	5.77%	6	0.96%	1	Not included in response count	8	104	93.27%

Quality of responses to your questions and concerns: Over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality of responses to customer questions and concerns, which is a decrease of 4.65 percent from the previous year. Less than 8 percent of the respondents were dissatisfied with the quality of responses to questions and concerns.

Timeliness of ICN Account Consultants response to your needs: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of responses from the ICN account consultants, as compared to a 96 percent satisfaction score last year. This was a decrease of less than two percent and considered a consistent ranking. Less than six percent of the respondents were dissatisfied with the timeliness of ICN Account Consultants response to their needs.

The knowledge level of ICN's Account Consultants: Just over 97 percent of those responding to this question were either somewhat satisfied or very satisfied with the knowledge level of the ICN Account Consultants. The satisfaction score was a slight increase (.20 percent) from 2012. Just fewer than three percent were dissatisfied with the knowledge level of ICN Account Consultants.

ICN Account Consultants keep you informed of changes: An even 88 percent of those responding to this question were either somewhat satisfied or very satisfied with the information received regarding changes. Satisfaction decreased over the past year with the score decreasing by less than 2.98 percent. Twelve percent of the respondents were dissatisfied with the information received regarding changes from the Account Consultants, which is an increase of 9.02 percent from last year.

Ability of ICN's Account Consultants to anticipate your needs and proactively provide assistance: Just under 90 percent of those responding to this question were either somewhat satisfied or very satisfied with the ICN's Account Consultant staff to anticipate their needs and proactively provide assistance. This score is a slight decrease from last year. Just over 10.1 percent were dissatisfied with the ability of Account Consultants to anticipate their needs and proactively provide assistance, which is consistent with last year's results.

Professionalism of ICN Account Consultants: Over 98 percent of the respondents were somewhat satisfied or very satisfied with the ICN's Account Consultant staff professionalism. This is an increase of almost .5 percent from last year's response. Less than 2 percent were dissatisfied with the professionalism of ICN staff.

Follow-through by Account Consultants after product is installed: Over 92 percent of those responding to the question were either somewhat satisfied or very satisfied with the follow-through by ICN staff after the product was installed. This is a difference of 1.06 percent. Just over seven percent were dissatisfied with the ability by the Account Consultant's follow-through.

Service provided met your objectives: Over 94.3 percent of those responding to the question were either somewhat satisfied or very satisfied that the service provided met their objectives, which was an increase compared to 92.74 percent last year. Only 5.66 percent were dissatisfied with how the service provided met their objectives.

Ongoing consultation: Over 86 percent of those responding to the question were either somewhat satisfied or very satisfied with the ongoing consultation received from the ICN Account Consultants as compared with 94 percent last year. This is a negative difference of 7.85 percent which is a significant difference. Just over 13.6 percent were dissatisfied with the ongoing consultation provided by the ICN Account Consultants.

Overall Account Consultants performance: Just over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall ICN Account Consultants' performance as compared with a 96.80 percent satisfaction score last year. This was a difference of 3.53 percent and is considered a consistent ranking. Over six percent indicated dissatisfaction with the performance of ICN Account Consultants.

Comments Regarding Account Consultants.
Don't get a lot of communication from the ICN
Your metro-Ethernet proposal was right on target with our needs and very competitively priced.
Our technology coordinator received a survey and he responded. His comments are more valid than mine since he does the hands on work and consultation with ICN.
Staff are very professional and always very helpful, even in situations where I am not fully educated on matters that have been put in my charge temporarily...always very helpful and willing to teach me along the way. Thanks!
Overall a good experience.
The ones we have dealt with do a good job.
We always have to make the connection and reconnection. They don't follow up on anything or always respond in a timely manner.
If there is an issue please let the Schools know that rather than let is think there might be an issue at our site.. PLEASE!!!
They have always been very helpful.
Very professional and helpful.
Can't wait until the ICN is sold or leased off
Our AC does an excellent job!
Seems like the account consultant is not given all the information he needs to service our account/needs. ICN seems very compartmentalized and doesn't seem to openly communicate with all the various departments.
She is very prompt in answering our questions.
I have concerns in our building that the video system is out dated. Our building has gone from being a high school to now being a middle school. From my knowledge the video has been used only once in the last two years.
Communication was an issue.
It meets our needs.
The last time we tried to host an ICN session, the static/noise level was so loud that we couldn't host. Was told that someone would be out to fix it.
I have no comment, except I have scheduled 1 if that of an ICN. I have not had to call anyone for help for the past year. I do get the messages of down time or closings which I really appreciate.
I feel our Account Consultant is a very important link to the changes, upgrades, and other statewide information.
I do not deal directly with the ICN consultant.
The above ratings apply to the billing department. Everyone is very friendly and helpful but the process is not user-friendly.

Project Management

(Ranked by Account Consultant Contacts)

Approximately how many contacts have you had with ICN Project Management in the past year?	
	Response Count
0	134
1-3	29
4-6	6
7-9	0
10+	3
Response Count	172

Of the 172 respondents answering this question, 38 said that they worked with ICN project managers during the past year. If respondents had not had contact with project managers during FY 2013, they were directed to the next series of questions and did not rank Project Management attributes.

How satisfied are you with the following ICN Project Management staff attributes?												
	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Updates on project status by project manager	25.00%	7	64.29%	18	10.71%	3	0.00%	0	Not included in response count	8	28	89.29%
Professionalism of project management staff	51.72%	15	48.28%	14	0.00%	0	0.00%	0	Not included in response count	7	29	100.00%
Responsiveness of project manager to questions and concerns	30.00%	9	60.00%	18	10.00%	3	0.00%	0	Not included in response count	5	30	90.00%
Project management handling of challenges or scope changes	37.93%	11	51.72%	15	10.34%	3	0.00%	0	Not included in response count	6	29	89.66%
Overall Project Management Performance	37.93%	11	55.17%	16	6.90%	2	0.00%	0	Not included in response count	5	29	93.10%

Updates on project status: Almost 90 percent of those responding to this question were either somewhat satisfied or very satisfied with the coordination of all service aspects by project management staff. This represents a 4.94 percent decrease from the FY 2012 score. Three respondents indicated a level of dissatisfaction with the updates provided and there were eight that didn't know or the question was not applicable on the provision of the status of projects.

Professionalism of ICN staff: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of ICN's project management staff, which is a difference of four percent over last year's score. There was no dissatisfaction with the professionalism of ICN project management staff.

Responsiveness to questions and concerns: Ninety percent of those responding to this question were either somewhat satisfied or very satisfied with the coordination of all service aspects by project management staff. Ten percent of the respondents were dissatisfied with the responsiveness of the project manager to questions and concerns.

Challenges or scope changes: <mark>Over 89 percent</mark> of those responding to this question were either somewhat satisfied with project management of challenges or scope changes which is not consistent with the 2012 satisfaction score of just over 96 percent. There were just less than seven percent of the respondents that have some level of dissatisfaction with the handling by the project manager of challenge or scope changes.

Overall Project Management Performance: Just over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall project management performance, which is consistent with the rating last year which was 96 percent. Just under 7 percent of the respondents were dissatisfied with the overall project management performance.

Comments regarding ICN Project Management.
I would like when the teachers reserve the program a person could tell which teachers did that and so I can reconfirm with the teacher that ICN is set up for them.
Continue to communicate with our district technology coordinators.
Our technology coordinator received a similar survey and filled it out. His comments are more valid than mine since he does the day to day work with the ICN.
Early BTOP correspondence was challenging. became better as the project evolved.
If there is an issue please let the Schools know that rather than let is think there might be an issue at our site.. PLEASE!!!
Not as responsive as our AC.
Not sure who or what is our ICN Project Manager.
Communication was an issue.

Installation and Service Order

(Ranked by Account Consultant and Technical Support Contacts)

Approximately how many contacts have you had with ICN Installation and Service Order staff during the past year?	
	Response Count
0	142
1-3	109
4-6	40
7-9	9
10+	49
Response Count	349

Of the 349 respondents answering the question, 207 said that they were in contact with staff when an ICN service was ordered or installed during the past year. ICN specifically asked respondents for the number of contacts during the past year. If respondents had not had contact with staff providing installation and service orders during FY 2013, they were directed to the next series of questions and did not rank these attributes.

How satisfied are you with your ICN installation and service order experience?										
	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Timeliness of ICN delivery of services	55.88%	114	36.27%	74	4.90%	10	2.94%	6	*Not included in response count*	5	204	92.16%
Professionalism of ICN service staff	73.04%	149	24.51%	50	1.96%	4	0.49%	1	*Not included in response count*	5	204	97.55%
Services provided met your expectations	57.84%	118	34.31%	70	5.39%	11	2.45%	5	*Not included in response count*	5	204	92.16%
Follow-through by ICN service staff after the product is installed	53.33%	104	38.97%	76	6.67%	13	1.03%	2	*Not included in response count*	13	195	92.31%
Overall ICN Installation and Service Order Performance	58.13%	118	34.48%	70	5.91%	12	1.48%	3	*Not included in response count*	4	203	92.61%

Timeliness of ICN delivery of services: Over 92 percent of those responding were either somewhat satisfied or very satisfied with the timeliness of installation and service order services from the ICN which is consistent with the 2012 score of 91.89 percent. Just over 7.84 percent indicated dissatisfaction with the timeliness of ICN of installation and service order deliveries.

Professionalism of ICN staff: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of ICN staff who delivered services, which is consistent with last year's score of 98.51 percent. Just over 2.6 percent indicated dissatisfaction with the professionalism of ICN staff involved with their service order and installation experience.

Services met your expectations: Over 92 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations, which is consistent with last year's score. Just over 7.3 percent were dissatisfied overall having their expectations met with the delivery of services.

Follow-through after the product is installed: Over 92 percent of those responding were either very satisfied or somewhat satisfied of the follow-through after the product is installed, which is a decrease of 4.7 percent over last year's score of 97.01 percent. Over seven percent indicated dissatisfaction.

Overall Delivery of Service Performance: Over 92 percent of those responding were either very satisfied or somewhat satisfied with the overall delivery of service performance, which is consistent with last year's score. Over seven percent reported some level of dissatisfaction with the overall delivery of service performance, which is also consistent with last year's score.

Comments regarding Installation and Service Order performance.

While keeping the ICN functional and I do not feel that service needs to provided outside of a normal workday unless a ICN session is planned. I have received phone calls at 3:00am to access our building.

Our technology coordinator received a similar survey and filled it out. His comments are more valid than mine since he works with the ICN on a day to day basis.

Staff are very professional and always very helpful, even in situations where I am not fully educated on matters that have been put in my charge temporarily...always very helpful and willing to teach me along the way. Thanks!

seems to be a fair resource considering the new technology we use at S/O

They come after school hours and don't ever let you know they are coming. Expect to be let in to server places and don't have identification. I came back to school one night (like 7pm) last spring for a guy who was in a common mini van and a tool box saying he was from ICN. A little unnerving when they don't have a marked vehicle or any "branding" on them at all.

The team to work on the ICN last spring and I used to teacher over the ICN and had some contacts when things didn't function as well as I wanted, and I had good service for each of these needs.

It takes a long time to get anything fixed in the ICN room.

Maintenance and repairs done without notification or with extended downtime due to parts/equipment availability on-site, causing potential patient care issues.

A recent Request for Service was not completed on the requested date, one week after request was sent. Had to contact ICN to find out the status and have it escalated so it would be completed three days late.

I am now notified of bandwidth increases via email after the fact. I much prefer to be on the phone during the increases to ensure all changes to my equipment and billing are complete.

There has been an issue with lost email that caused districts not to have access to their full bandwidth.

I am completely happy with the people at the NOC - they always give 100% and are always very pleasant and helpful

The service team is awesome!

Physical installation to our facility took far longer than we were told and was hard to get accurate updates and expected delivery dates

Quick response during install and service.

I feel the personnel is top notch in professionalism and responsiveness. We are disappointed in the numerous outages and poor output. Also, we are very disappointed in the whole voicemail system. It's confusing, options that we want don't work. We have contacted ICN several times and they have not been able to find solutions. I don't think it's a personnel problem, I feel it's a product problem.

Internal communications amongst ICN staff needs to become more fluid. When working with any particular customer, joint meetings amongst your teams would be advantageous. Include the customer on a conference call so all players know what the game plan is and what the customer expects.

No sense of urgency in meeting customers needs.

The initial installation took a bit longer and was somewhat challenging. That was well over a year and a half ago, so improvements may have been made. Service since then has been great.

Our internet seems to go down/offline or run slowly with great regularity. It is extremely frustrating. Also, we have had off again, on again issues with our voicemail system and our after hours voicemail. When we report these issues, we are always met with respectful, professional

The communications has been fair at best, we have to reach out on most occasions to get the answers rather than being contacted.

Wish they would call and update more on tickets called in. We have to call and get updates of down service

Over the past decade or so, there's been a steady trend toward the cost of ICN internet service going down. I wish that you could acknowledge that general trend and adjust your prices more often. decrease them a little bit yearly rather than every three years decreasing them a whole lot. Our internet demand grows slowly and constantly over time rather than in big jumps every three years. On average the price decreases almost keep up with the increasing demand, but It would be nice if the that could happen more gradually in smaller increments. It would make it easier to stay within budgets and keep up with demand, I think.

It took us over a year to get our ICN connection upgraded.

Services seem to be somewhat erratic lately with limited/no communication coming out of the ICN when availability is questionable.

Great experience

They need to respond in a more timely manner, and follow more often.

ICN staff is always so professional and they get the job done quickly. Wonderful people to work with.

None- Very Professional!!!

Very few issues with installation

Follow up is somewhat none existent. I asked for a call back when service was restored and did NOT receive that call back.

Billing

(Ranked by Billing Contacts)

Approximately how many contacts have you had with ICN billing staff in the past year?	
	Response Count
0	41
1-3	49
4-6	14
7-9	4
10+	10
Response Count	**118**

Of the 118 respondents answering the question, 77 said that they had at least one contact with billing staff during the past year. If respondents had not had contact with billing staff during FY 2013, they were directed to the next series of questions and did not rank these attributes. Most of the billing satisfaction scores stayed consistent from last year's scores

How satisfied are you with the following ICN billing attributes?

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Completeness of billing	60.27%	44	30.14%	22	8.22%	6	1.37%	1	*Not included in response count*	4	73	90.41%
Accuracy of billing	61.11%	44	25.00%	18	9.72%	7	4.17%	3	*Not included in response count*	4	72	86.11%
Timeliness of billing	72.60%	53	21.92%	16	5.48%	4	0.00%	0	*Not included in response count*	4	73	94.52%
Timeliness of resolution of billing disputes	54.84%	34	29.03%	18	11.29%	7	4.84%	3	*Not included in response count*	15	62	83.87%
Payment methods	71.83%	51	23.94%	17	1.41%	1	2.82%	2	*Not included in response count*	6	71	95.77%
Professionalism of ICN billing staff	70.83%	51	26.39%	19	2.78%	2	0.00%	0	*Not included in response count*	5	72	97.22%
Helpfulness of ICN billing staff	69.44%	50	25.00%	18	5.56%	4	0.00%	0	*Not included in response count*	5	72	94.44%
User-friendliness of ICN billing process	61.43%	43	27.14%	19	8.57%	6	2.86%	2	*Not included in response count*	7	70	88.57%
Overall Billing Performance	59.42%	41	30.43%	21	7.25%	5	2.90%	2	*Not included in response count*	4	69	89.86%

Completeness of billing: Over 90 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of bills received from ICN which is a decrease from last year's score of 92.86 percent. Just over nine percent of the respondents indicated dissatisfaction with the completeness of bills received.

Accuracy of billing: Over 86 percent of those responding to this question were either somewhat satisfied or very satisfied with the accuracy of bills received from ICN. This is a significant decrease of over 6.75 percent in the satisfaction score, as compared with a 92.86 percent satisfaction score last year. Over 13.5 percent indicated dissatisfaction with the accuracy of the bills received from the ICN.

Timeliness of billing: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of bills received from ICN as compared with a 95 percent satisfaction score last year. Over five percent of the respondents indicated dissatisfaction with the completeness of the bills received from the ICN.

Timeliness of resolution of billing disputes: Over 83.8 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of resolution of billing disputes with the ICN which is a 3.23 percent decrease over the 87.10 percent satisfaction score last year. Over 16 percent indicated dissatisfaction with the timeliness of resolution of billing disputes with the ICN.

Payment methods: Over 95 percent of those responding to this question were either somewhat satisfied or very satisfied with the payment methods available from the ICN which is consistent with the 97.44 percent satisfaction score last year. Just over 4.2 percent of the respondents indicated dissatisfaction with the payment methods received from the ICN.

Professionalism of staff: Over 97 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of ICN billing staff as compared with 94 percent satisfaction score last year. Over two percent indicated dissatisfaction with the professionalism of the ICN staff.

Helpfulness of staff: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the helpfulness of ICN billing staff as compared with a 92 percent satisfaction score last year. Just over 5.5 percent indicated dissatisfaction with helpfulness of ICN staff.

User-friendliness of process: Just over 88.5 percent of those responding to this question were either somewhat satisfied or very satisfied with the user-friendliness of the ICN billing process which is consistent with last year's 85.7 percent satisfaction score. Just under 11.5 percent indicated dissatisfaction with the user-friendliness of the ICN billing process.

Overall Billing Performance: Over 89 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall performance of ICN billing as compared with a 92 percent satisfaction score last year. Just over 10 percent indicated dissatisfaction with the overall performance of ICN billing.

Comments regarding enhancements to the ICN billing process that would allow you to be more efficient in your job.
To be able to add TASK codes to the DDS billing.
Post into I/3 on or before the 15th of the following month.
Online access to make changes (assign a number to a different person).
It could show what each charge is actually for on one sheet, along with the terminology you usually use. It could also not combine some charges on some pages and list them differently on others and on the first page of the invoice. Does the terminology really mean what it says, or is that technical phone speak that no one else understands?
I am very happy with the ICN billing process. It is not broke and doesn't need fixing.
It would be helpful if different format of billing files provided were tied out to assure the information matches. It would be very helpful to get the data in an electronic format that could be used in spreadsheet formats.
The ability to download the document into excel for sorting
I would rather pay quarterly or semi-annually instead of writing a check for $2.75 each month.
More detail in the charges, such as time, locations, durations, and charges per hour.
Ability to turn off the late charges amount. Our A/P department has told us they do not have to pay these and it takes time to process the bills for payment. Our A/P dept pays in 30 from invoice date. We don't get the invoice until about 5th or 6th of the month - If we immediately processed it - still wouldn't be paid until the next month. Would be nice if we could get this resolved so - only the current amount was outstanding at billing time - instead of two months. Every now and things this gets missed and the process takes a bit longer - thereby accruing finance charges (past 60 days). I recently was contacted regarding an outstanding balance - that was actually old (several months) and ended up being the finance charges. This was later corrected -but if some accounts weren't charged - it would be more efficient for everyone.
What we have been given from ICN as our numbers for Teleconferences is not listed on the bill. This is very confusing and makes my billing process very difficult. I have been told several times that this would be fixed and it still is not.
The ICN billing system takes too long for changes to be made to coding.
I would like auto payment with a credit card. It is a waste of my time to make the phone call and it is a waste of your peoples time to take the phone call just so I can pay an $18 ICN PIC FEE (for 8 lines) every month. Lets get automated.
Uniformity, correct descriptions, speedy disconnects. Previous balance would be great. NRC and installation charges need to be labeled better.
Include the "audience" in a reservation when it's pulled up on the room use bill. I run the Room Use Bill report for each of the ICN sites in Region # usually on a monthly basis. The audience is checked for each reservation that runs during the day. If the audience is a K-12 user, the reservation is color coded to let the educational facility know they should not bill the reservation requester. Once this is done, the report is emailed to the educational facility.

ICN Service Desk/Network Operations Center (NOC)
(Ranked by Account Consultant, Technical Support, Billing, and Video Scheduler Contacts)

Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) staff in the past year?	
	Response Count
0	222
1-3	153
4-6	57
7-9	9
10+	61
Response Count	502

If respondents did not have contact with staff in the Network Operations Center (NOC) during FY 2013, they were directed to the next series of questions and did not rank NOC attributes. Of the 502 respondents answering this question, 280 said that they worked with the ICN NOC staff at least once during FY 2013. Respondents were consistently satisfied with the NOC attributes. All attributes scored over 90 percent.

How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?											
	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
Promptness of answering inquiries	69.81%	185	26.04%	69	2.64%	7	1.51%	4	Not included in response count 8	265	95.85%
Knowledge level of NOC service staff	67.69%	176	29.62%	77	1.54%	4	1.15%	3	Not included in response count 13	260	97.31%
Timeliness of information and updates	62.16%	161	30.50%	79	4.63%	12	2.70%	7	Not included in response count 13	259	92.66%
Correctness of service installation/restoration	61.66%	156	31.23%	79	5.53%	14	1.58%	4	Not included in response count 18	253	92.89%
Professionalism of NOC service staff	75.67%	199	22.05%	58	1.14%	3	1.14%	3	Not included in response count 8	263	97.72%
Courteousness of NOC service staff	75.57%	198	21.76%	57	1.15%	3	1.53%	4	Not included in response count 7	262	97.33%
Overall Service Desk/Network Operations Center (NOC)	66.03%	173	30.15%	79	2.67%	7	1.15%	3	Not included in response count 7	262	96.18%

Promptness of answering inquiries: Over 95 percent of those responding were either somewhat satisfied or very satisfied with the promptness in which the NOC answered inquiries. This is consistent with the 2012 satisfaction score of 97 percent. Just over four percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Knowledge of service representatives: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the knowledge of the NOC service representatives, which is consistent with last year's score of 97.86 percent. Over two percent indicated dissatisfaction with knowledge level of the NOC personnel.

Timeliness of information and updates: Over 92 percent of those responding were either somewhat satisfied or very satisfied with timeliness of information and updates received from the NOC. Just over 7.3 percent indicated dissatisfaction with the timelines of information and updates received from the NOC.

Correctness of service installation: Over 92 percent of those responding were either somewhat satisfied or very satisfied with the correctness of service, which is a 4.27 decrease from the 2012 customer survey of 97.16 percent, but still considered consistent with last year's score. Over seven percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Professionalism of service representatives: Almost 98 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of service representatives. Over two percent of the respondents indicated dissatisfaction with the professionalism of the NOC service representatives.

Courteousness of service representatives: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the courteousness of NOC personnel which is consistent with last year's score. Just over two percent indicated dissatisfaction with the courteousness of NOC personnel.

<u>Overall Service Desk/Network Operations Center (NOC) Performance</u>: Over 96 percent of those responding were either somewhat satisfied or very satisfied with the overall NOC performance which is consistent with the FY 2012 score of 97.24 percent. Over three percent indicated dissatisfaction with the overall performance of the NOC.

Comments regarding ICN Service Desk/Network Operations Center (NOC) performance.
The NOC personnel are always prompt and professional. My only concern is that it seems as though we have had more issues with the internet lately.
Very good at communicating service windows and responsive to issues as they occur.
Our technology coordinator received a similar survey and filled it out. His comments are more valid since he works with the ICN on a day to day basis.
Once again, staff are very professional and always very helpful, even in situations where I am not fully educated on matters that have been put in my charge temporarily...always very helpful and willing to teach me along the way. Thanks!
Ok
Always helpful
They need to do something other than create a trouble ticket. They can't even transfer you to the accounting department.
Not sure who or what this is
It would be nice to be notified well in advance of 12 hour planned outages for equipment upgrades. We were not notified in any form of communication.
Over the past year, several of our employee's names were changed on the telephone display to people we had no idea of who they were. Strange....however, ICN corrected this mistake, only after the woman answering the phone asked why WE changed the names....strange again!
Our AEA has passed along NOC tickets to us and the NOC does not provide any personal follow up help or suggestions on the issues we've received.
Very nice to have local support without a language barrier.
Wish the DNS change request form was simpler. Way to long and too many fields to fill in.
They are the best! Very friendly and helpful!
This is the #1 reason the ICN is GREAT to work with. 24x7 I get my questions answered.
They are great!! If all of ICN workforce did as great a job as the NOC, it would be a much better organization
Very nice to work with
Always very helpful at the NOC.
Keep up the Awesome job Guys !
When having a service outage it can never be repaired fast enough. That has nothing to do with the staff. Responses are typically prompt and staff is always courteous and knowledgeable.
Is the ICN looking to put in some sort of DDoS protection in place for the customers they server. If the ICN had tools upstream, it would help all the little guys downstream who have to deal with these issues.
We, as a branch open up call tickets and get follow-up. We have to contact the NOC for updates more often than getting updates.
Wish they would call me with updates instead of us calling them for updates
Getting updates and notifications of outages are not always timely.
I would encourage ICN to have a text messaging notification system available for clients to subscribe to. For example, this morning, as I'm filling out this survey, our internet connection is bouncing up and down. We know that ICN had issues last night and these are probably left over from that. I understand there will be issues - I get that. What I don't get is that we have to call in to find out what's going on. Our AEA sends out a text message when they see issues - why can't we set that same model up for ICN?
We are in the middle of a major interruption of service to several sites. We are still unable to get definitive information as to the problem, and we cannot get even vague estimate of when the service may become stable.
When NOC is called with questions, they are always very willing to help and get the job done if an order has to be put in.
Great job by all I have had contact with.
None- they helped me on a Sunday Night!! Impressive!!! He even called back when he verified the problem.
We've had too many outages this year, and not enough communication regarding their cause and resolution. It's not enough to talk to the AEAs about what's happening - you need to talk directly to the school district staff as well. If you have an outage, someone should be contacting the school districts affected immediately to let them know that it's on your end, not theirs, what the cause is, and when to expect a resolution.

They are good about finding out what's going on.
None at this time.
Very friendly staff
Quick responses to our needs.
Very helpful and willing to listen to the problem
This is a top notch organization and with customer service on the decline in most industries, I am continually SHOCKED that there is still a few last bastions of excellent service, and ICN would be the poster child for that!
Always a positive experience
They are doing a great job. The service person you send out to us is very nice, and does a great job.
Do not like having to submit a service request and then have them assign a support request number just for simple questions i may have.
They do a great job of finding the right person to contact if you have questions outside of the service portion.
ICN accepts service requests from me, however I am not the one that is knowledgeable about the request. Even though I provide a contact name, email and phone information, questions about the specifics of the request are directed to me and not the contact.

Maintenance and Repair

(Ranked by Account Consultant and Technical Support Contacts)

In the past ICN has measured maintenance and repair satisfaction on a statewide, network-wide basis. Because there are different teams serving the Des Moines Metro Area and the area outside of the Des Moines Metro Area, the 2013 survey is measuring each separately.

Maintenance and Repair (Des Moines Metro Area)

Approximately how many contacts have you had with ICN Maintenance and Repair staff within the Des Moines Metro Area in the past year?	
	Response Count
0	280
1-3	42
4-6	14
7-9	3
10+	7
Response Count	346

Of the 346 respondents answering the question, 66 said that they had at least one contact with maintenance and repair staff in the Des Moines Metro Area during the past year. If respondents had not had contact with maintenance and repair staff during FY 2013, they were directed to the next series of questions and did not rank these attributes. The satisfaction scores are consistent with last year's scores.
It is important to note that the response count (346) more than doubled from the 2012 customer survey (179).

How satisfied are you with the following ICN Maintenance and Repair attributes for services within the Des Moines Metro Area?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Responsiveness by field personnel	62.07%	36	34.48%	20	1.72%	1	1.72%	1	*Not included in response count*	7	58	96.55%
Responsiveness to large emergencies	52.83%	28	39.62%	21	3.77%	2	3.77%	2	*Not included in response count*	13	53	92.45%
Completeness of maintenance or repair work	62.71%	37	28.81%	17	5.08%	3	3.39%	2	*Not included in response count*	8	59	91.53%
Quality assurance experience	62.07%	36	31.03%	18	3.45%	2	3.45%	2	*Not included in response count*	8	58	93.10%
Professionalism of field staff	70.18%	40	26.32%	15	1.75%	1	1.75%	1	*Not included in response count*	8	57	96.49%
Maintenance provisions of the Service Level Agreement (SLA) were met	54.55%	30	40.00%	22	3.64%	2	1.82%	1	*Not included in response count*	11	55	94.55%
Agreed upon Service Level Agreement (SLA) timeline was met	60.38%	32	32.08%	17	1.89%	1	5.66%	3	*Not included in response count*	12	53	92.45%
Overall Maintenance and Repair Performance	53.45%	31	37.93%	22	5.17%	3	3.45%	2	*Not included in response count*	7	58	91.38%

Responsiveness by field personnel: Over 96 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness by field personnel, which is a positive increase from the FY 2012 response of 93.10 percent. Just over three percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: Over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness to large emergencies, which is consistent with last year's satisfaction score of 96 percent. Over 7 percent indicated dissatisfaction with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Under 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of maintenance or repair work provided by the ICN which is consistent with last year's score of 92.86 percent. Just under 8.5 percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality assurance experience, which is a positive increase of three percent over last year's score of 89.29 percent. Over 10 percent indicated dissatisfaction with their quality assurance experience.

Professionalism of field staff: Over 96 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel which is consistent with last year's response which was just over 98 percent. Three and a half percent indicated dissatisfaction with the professionalism of ICN field staff.

Maintenance provisions of the Service Level Agreement (SLA) were met: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied that maintenance provisions of the SLA were met which is a positive increase of 2.24 percent when compared with last year's score of 92.31 percent. Over five and four tenths (5.4) of a percentage indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon Service Level Agreement (SLA) timeline was met: Over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel which is consistent with last year's score of 88.89 percent. Just over 7.5 percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

Overall Maintenance and Repair Performance: <mark>Over 91 percent</mark> of those responding to this question were either somewhat satisfied or very satisfied with the ICNs overall maintenance and repair performance in the Des Moines Metro Area which is a significant decrease of over five percent below last year's score of 96.55 percent. Over eight percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

Comments regarding ICN Maintenance and Repair performance in the Des Moines Metro Area.
It met our needs.

Maintenance and Repair (Outside the Des Moines Metro Area)

Approximately how many contacts have you had with ICN Maintenance and Repair staff outside the Des Moines Metro Area in the past year?	Response Count
0	263
1-3	58
4-6	7
7-9	2
10+	14
Response Count	**344**

Of the 344 respondents answering the question, 72 said that they had at least one contact with maintenance and repair staff outside the Des Moines Metro Area during the past year. If respondents had not had contact with maintenance and repair staff during FY 2013, they were directed to the next series of questions and did not rank these attributes. It is important to note that the response count (344) more than doubled from the 2012 customer survey (179).

How satisfied are you with the following ICN Maintenance and Repair attributes for services outside the Des Moines Metro Area?											
Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
Responsiveness by field personnel	55.13%	43	37.18%	29	5.13%	4	2.56%	2	*Not included in response count* 2	78	92.31%
Responsiveness to large emergencies	57.58%	38	31.82%	21	10.61%	7	0.00%	0	*Not included in response count* 14	66	89.39%
Completeness of maintenance or repair work	55.26%	42	38.16%	29	6.58%	5	0.00%	0	*Not included in response count* 4	76	93.42%
Quality assurance experience	55.56%	40	36.11%	26	5.56%	4	2.78%	2	*Not included in response count* 7	72	91.67%
Professionalism of field staff	55.41%	41	44.59%	33	0.00%	0	0.00%	0	*Not included in response count* 4	74	100.00%
Maintenance provisions of the Service Level Agreement (SLA) were met	59.15%	42	30.99%	22	5.63%	4	4.23%	3	*Not included in response count* 9	71	90.14%
Agreed upon Service Level Agreement (SLA) timeline was met	59.15%	42	28.17%	20	9.86%	7	2.82%	2	*Not included in response count* 9	71	87.32%
Overall Maintenance and Repair Performance	56.58%	43	32.89%	25	9.21%	7	1.32%	1	*Not included in response count* 3	76	89.47%

Responsiveness by field personnel: Just over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness by field personnel, which is consistent with the FY 2012 response of 92.50 percent rate. 7.69 percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: <mark>Over 89 percent</mark> of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness to large emergencies which is a significant decrease when compared with last year's score of 100 percent. Ten percent were dissatisfied with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of maintenance or repair work provided by the ICN which is consistent with last year's score of 94.87 percent. Over six percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Just over 91.6 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality assurance experience which is consistent with last year's score of 94.47 percent Over 8.3 percent indicated dissatisfaction with their quality assurance experience.

Professionalism of field staff: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel which is, which is a positive increase when compared with last year's score of 95.24 percent. Less than five percent indicated dissatisfaction with the professionalism of ICN field staff.

Maintenance provisions of the Service Level Agreement (SLA) were met: Just <mark>over 90 percent</mark> of those responding to this question were either somewhat satisfied or very satisfied that maintenance provisions of the SLA were met, which is a significant decrease when compared with last year's score of 97.22 percent. Just over 9.8 percent indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon Service Level Agreement (SLA) timeline was met: Just <mark>over 87 percent</mark> of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel, which is a significant decrease when compared with last year's score of 97.22 percent, but is considered consisted when compared with FY 2011 score of 91.3 percent. A 12.68 percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

<u>Overall Maintenance and Repair Performance</u>: Just <mark>over 89 percent</mark> of those responding to this question were either somewhat satisfied or very satisfied with the ICNs overall maintenance and repair performance outside the Des Moines Metro Area which is a significant decrease when compared with last year's score of 94.87 percent. Over ten percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

Comments regarding ICN Maintenance and Repair performance outside the Des Moines Metro Area.
Service is important. But, I think funds could be better used than for 24 hour service. I feel that most repairs could be taken care of within a day schedule, and not in the middle of the night. I received a call at 3am to come and repair our unit. We are a small district and do not use the services daily. This could be a repair and phone call made during normal business hours.
I have to be honest; I have no idea what your organizational hierarchy is, IE: the difference between all these departments you're asking about my interaction with. Everyone we deal with on new projects and maintenance of existing infrastructure/services are great to work with.
Our technology coordinator received a similar survey and filled it out. His comments ar5e more valid since he works with the ICN on a day to day basis.
Some issues require external providers which at times seem to take several days to get resolved.
They fixed the problems, but the bigger issues may not be able to be fixed due to aging hardware
If the last section dealt with DM area--I did this wrong. Sorry.
Took a long time to repair our issue due to parts availability and our location.
Windstream Great to work with
We have had instances where there was not follow through on original issues which caused additional issues later. It is difficult to get a time frame for resolution. Sometimes the field staff is there and we know it prior to the NOC.
According to our SLA ICN is down more than the acceptable amount agreed to.
When we had a problem we were told, "no problem here". That is probably correct for the actual circuit, but no data flowed and the blockage WAS at the ICN. It seems to me the technician could have said, "The circuit is running as it should, but we acknowledge some router issues right now."

Video Scheduling

(Ranked by Account Consultant, Technical Support, and Video Scheduler Contacts)

Approximately how many contacts have you had with ICN video scheduling in the past year?	Response Count
0	286
1-3	54
4-6	13
7-9	4
10+	24
Response Count	**381**

Of the 381 respondents answering the question, 78 said that they had at least one contact with video scheduling staff during the past year. If respondents had not had contact with video scheduling staff during FY 2013, they were directed to the next series of questions and did not rank these attributes. The FY 13 satisfaction scores were consistent with last year's scores. ICN Video Scheduling Staff may include not only ICN employees, but also regional schedulers, and state agency schedulers.

How satisfied are you with the following ICN video scheduling attributes?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
Quality of responses to your questions and concerns	76.74%	66	22.09%	19	1.16%	1	0.00%	0	Not included in response count	6	86	98.84%
Timeliness of ICN staff response to your needs	77.01%	67	21.84%	19	0.00%	0	1.15%	1	Not included in response count	5	87	98.85%
The knowledge level of the ICN video scheduling staff	78.16%	68	20.69%	18	1.15%	1	0.00%	0	Not included in response count	5	87	98.85%
ICN video scheduling staff keeps you informed of changes	72.73%	64	22.73%	20	4.55%	4	0.00%	0	Not included in response count	4	88	95.45%
Level of ICN video staff professionalism	77.53%	69	21.35%	19	0.00%	0	1.12%	1	Not included in response count	3	89	98.88%
Overall Video Scheduling Performance	**75.28%**	**67**	**22.47%**	**20**	**1.12%**	**1**	**1.12%**	**1**	*Not included in response count*	**3**	**89**	**97.75%**

Quality of responses to your questions and concerns: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality of responses to their questions, which is consistent with last year's score of 98.36 percent. Over one percent indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Timeliness of ICN staff response to your needs: Over 98.8 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of ICN staff response to their needs, which is consistent with last year's score of 96.7 percent. Just over one percent of the respondents indicated dissatisfaction with the timeliness of ICN scheduling staff responses to their needs.

The knowledge level of the ICN's video scheduling: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the knowledge level of the ICN's video scheduling staff, which is consistent with last year's score of 98.39 percent. Just over one percent indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Video scheduling staff keeps you informed of changes: Over 95 percent of those responding to this question were either satisfied or very satisfied that video scheduling staff kept them informed of changes, which is consistent with last year's score of 93.55 percent. Just over 4.5 percent of the respondents indicated dissatisfaction with the video scheduling staff keeping them informed of changes.

Level of ICN staff professionalism: Over 98.88 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of video scheduling staff which is consistent with last year's score of 100 percent. Just over one percent indicated dissatisfaction with the level of ICN staff professionalism.

Overall Video Scheduling Performance: Over 97.7 percent of those responding to this question were either satisfied or very satisfied with the overall video scheduling performance which is a slight increase from last year's score of 96.7 percent. Just over two percent of the respondents indicated dissatisfaction with overall video scheduling performance.

Comments regarding ICN Video Scheduling performance.
We had one incidence when a video was scheduled with an outside business and the people attending the video were not very nice. The scheduler had not informed the school district of the video and this caused an issue when students were to use the ICN
If the video was checked out can you not write on the reports who the teacher is and the full name of the person checking out the program.
Our technology coordinator received a similar survey and filled it out. His comments are more valid than mine since he works with the ICN on a day to day basis.
The video scheduling has always been a little difficult to find on the website.
Like I said earlier, I'm not sure we have this need any more. We have consolidated with the Southern Cal District and they I ICN video capabilities also. The high school is housed at the Lake City site.
In the past I have received emails about the scheduling of programs. I have not received one all year or an email telling me how to find these schedules.
When doing webinars it would be great that we are given the option for online sound and mic
The system itself is antiquated and needs to be updated to today's standards and a plan put in place so the system does not become this antiquated again.
The software for scheduling is difficult to use.
Very good
In the past very successful, but have not had to set up one in a while.
Wonderful.
We have an ICN cart and have to set the room up for an ICN session. Would REALLY like to know in advance how many (if any) people are scheduled for each class.
Excellent job. Very courteous, and knowledgeable.

Video Operating Scheduling System (VOSS) Questions

ICN asked video schedulers questions regarding the video operating scheduling system (VOSS). If respondents had not had used the VOSS during FY 2013, they were directed to the next series of questions and did not rank these attributes.

Do you use the Video Operating Scheduling System (VOSS)?	Response Count
Yes	14
No	19
answered question	*33*

Are you an administrative or educational scheduler?	Response Count
Administrative/Regional Scheduler	0
Administrative/Local Scheduler	6
Educational/Regional Scheduler	4
Educational/Local Scheduler	3
answered question	*13*

List the basic features within VOSS that you use?
User Information, Reservations - New, List by Date, Calendar View, Room approval, Web Requests, Edit one, Reports
Room availability
Reservation origination, reports, calendar
New-entering reservations, checking daily, weekly, monthly ICN schedules by room locations and by region. Pulling up reports by user. Monthly Bill Reports (Room Use Bill). Site conflicts, Lookup User Information, Add User, State wide schedule, Billable Hours, List by reservation number, Calendar View, List by Res. #,(Available Sites Query-occasionally), Room Approval, Edit reservations,
Scheduling, available sites query, List by Date, Calendar View, Web Requests, Edit One Reservation, etc.
I create/manage VOSS reservations for my region and provide assistance to users.
Creating, approving, committing, changing, reporting, billing - all capabilities of VOSS.

List the reports used from VOSS?
Billable Hours, Conflicts, Daily Schedule Statewide, Daily Schedule by Site, Estimated Course budget, My Reservations, Room Use Bill, Site Reservations
Site daily schedule, reservation details
reservations and site availability
Monthly Bill Reports (Room Use Bill). Monthly, weekly, and daily ICN schedules. Reservation Conflicts, Reservation Conflicts, Site Conflicts, Reservation by Audience,
Billable Hours for RTC report, Daily Schedule by both Region and Site, Reservations Detail, Conflicts, Estimated Course Budget, etc.
Daily schedule by site, Daily schedule by regional, Calendar View, Available Sites Query
I have used all the reports @ sometime or other.

What additional reports would you like a new scheduling system to have?
A better Billable Hours report - this is used for completing the Schedulers Tracking form and the current one takes lot's of filtering.
It would be nice to know who is using what ICN rooms during a month. Daily schedule by site lists the date/time/session title but sometimes we get calls about ICN usage at a site and rather than pull up a Monthly Schedule, it would be nice to be able to tell who, what, when and where-- maybe include what Region the reservation was from.
I would like a regions calendar view in excel that I could make changes to. I liked the capabilities for this in our past software.

What ideal features would you like to see in a new scheduling system?
Mobile friendly
To be able to check attributes and site attributes within 24 hours or less from the start of a session and for sessions that are over especially for H.323 sites.
I would like the capability to change our own orig sites even after the session has started. I would like to be able to add a room on demand from our own region even after the session has started. I guess more access to the rooms within our own college environment so we don't have to worry about the 24 hour deadline. I don't need this for the sites outside our region.

Does your region do in-advanced scheduling?	
	Response Count
Yes	23
No	9
answered question	*32*

What is your region's level of use for in-advanced scheduling?	
	Response Count
Highly Used	9
Minimally Used	12
Rarely Used	2
answered question	*23*

Does the in-advanced scheduling process affect your ability to schedule sites?	
	Response Count
Yes	4
No	17
answered question	*21*

Comments
The K-12 Temporary No Transmits causes additional time in checking for sites for reservations after the Temporary NT are released.
No, for regular ICN rooms, in-advance is good but not as much for H.323 rooms since they are approval sites.
Since our facility schedules semester-long courses long in advance, it is nice to get them entered into VOSS at the same time.

Services and Other Information

Services

The ranking of services was treated with the same methodology as functional areas. The service areas voice, data, and video were divided and only those respondents who had utilized one or more services in the category were asked to provide a ranking of the services. If respondents had not utilized a service during FY 2013, they were directed to the next service category or series of questions.

Findings: The percentage of "Don't Know/Not Applicable" responses for all service areas are quite high leaving a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Because of the small sample size some of the conclusions that might be reached may not be appropriate.

Voice Services

(Ranked by Account Consultant and Technical Support Contacts)

Have you utilized ICN Voice Services within the past year?	
Answer Options	**Response Count**
Yes	32
No	163

What is your level of satisfaction with the following ICN Voice Services that you have utilized within the past year?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Long Distance/Toll Free	72.00%	18	24.00%	6	4.00%	1	0.00%	0	*Not included in response count*	4	25	96.00%
Teleconferencing	72.22%	13	22.22%	4	5.56%	1	0.00%	0	*Not included in response count*	11	18	94.44%
Voice over Internet Protocol (VoIP)	70.00%	7	30.00%	3	0.00%	0	0.00%	0	*Not included in response count*	18	10	100.00%
Automatic Call Distribution (ACD/Call Center)	55.56%	5	44.44%	4	0.00%	0	0.00%	0	*Not included in response count*	19	9	100.00%
Interactive Voice Response (IVR)	57.14%	4	42.86%	3	0.00%	0	0.00%	0	*Not included in response count*	21	7	100.00%
Telephone Sets/Features/Voice Mail	46.15%	6	46.15%	6	7.69%	1	0.00%	0	*Not included in response count*	15	13	92.31%

Findings: For the FY 13 surveys, the 'calling card' rating option was removed due to the limited customers that receive that service. Positive differences that are a significant increase are: 100 percent satisfaction score of those responding to the Voice over Internet Protocol up from 75 percent in FY 12; 100 percent satisfaction score of those responding to the Automatic Call Distribution up from 88.8 percent in FY 12; over 92 percent of those responding to the 'Telephone sets/features/voice mail' question were either somewhat satisfied or very satisfied with the ICNs Telephone sets/features/voice mail,' which is a significant increase when compared with last year's score of 84.62 percent. A significant decrease in the satisfaction score is with the Teleconferencing selection of 94.44 percent from 100 percent in FY 12. The number of ranking responses for the services was similar to last year, although the choice of 'don't know' was often chosen.

Comments:	
Many have commented that they do not like the new phones. The voicemail system is not easily navigated.	
Caller ID is finally available	

Data Services

(Ranked by Account Consultants and Technical Support Contacts)

Have you utilized ICN Data Services (including Internet) within the past year?	
Answer Options	**Response Count**
Yes	110
No	85

What is your level of satisfaction with the following ICN Data Services, including Internet that you have received within the past year?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
Private Line (Leased, Dedicated)	48.94%	23	46.81%	22	4.26%	2	0.00%	0	*Not included in response count* 54	47	95.74%
Ethernet Services (MAN [Metro Area Network], WAN [Wide Area Network])	57.14%	40	38.57%	27	4.29%	3	0.00%	0	*Not included in response count* 33	70	95.71%
Internet	50.53%	48	41.05%	39	4.21%	4	4.21%	4	*Not included in response count* 8	95	91.58%
Routing Management	44.64%	25	48.21%	27	1.79%	1	5.36%	3	*Not included in response count* 43	56	92.86%
Firewall Requests	41.67%	20	58.33%	28	0.00%	0	0.00%	0	*Not included in response count* 52	48	100.00%
Domain Name Service (DNS)	53.57%	30	42.86%	24	3.57%	2	0.00%	0	*Not included in response count* 45	56	96.43%

Findings: For the FY 13 surveys the 'ATM Circuits' and "Wireless Access (WAN not WiFi)' rating options were removed due to the limited customers that are familiar with the industry specific terminology. The percentage of "Don't Know/ Not Applicable" responses for the above data section is quite high leaving a small sample size of respondents having an opinion. The number of ranking responses is low enough that the satisfaction ranking may be skewed. All of the rankings are consistent with last year's.

Comments:
Again, it seems as though we've had some issues lately.
Connectivity has taken time to get established from our part and its not being fully utilized just yet.
I don't know the answer to many of these questions
Overall pretty good. Had one project that took several attempts to get completed
Seems that the internet was down A LOT!
If there is an issue please let the Schools know that rather than let is think there might be an issue at our site.. PLEASE!!!
Tech coordinator would be involved with these topics. I will send the link to him to complete the survey too.
We only need the internet services from the ICN.
Satisfied with the internet.
Internet performance disruptions during the first half of the 2012-2013 school year were problematic.
We have had more outages this year than any other year.
Build out the ICN Fiber infrastructure to ELIMINATE the Local intermediaries which lie between the ICN and the customer. Alpine is holding a multitude of schools hostage! That scenario is unacceptable.
Internet struggles to handle all of the use this far from central Iowa. Very slow responding in NW Iowa a lot of the time.
We have been currently in the last two nights trouble with the routing through the ICN

Video Services

(Ranked by Account Consultant, Technical Support, and Video Scheduler Contacts)

Have you utilized ICN Video Services within the past year?	
	Response Count
Yes	82
No	148

What is your level of satisfaction with the following ICN Video Services that you have received within the past year?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable	Response Count	Satisfaction Score
H.320 Video (Dialable Wideband, ISDN)	56.10%	23	36.59%	15	2.44%	1	4.88%	2	*Not included in response count*	30	41	92.68%
IP Videoconferencing (H.323 Video, Video over IP)	47.17%	25	47.17%	25	1.89%	1	3.77%	2	*Not included in response count*	22	53	94.34%
Full-Motion Video (ICN MPEG2 Conferencing Site)	55.93%	33	37.29%	22	3.39%	2	3.39%	2	*Not included in response count*	18	59	93.22%

Findings: The percentage of "Don't Know/ Not Applicable" responses for the above Video section is quite high leaving a small sample size of respondents having an opinion. The number of ranking responses is low enough that the satisfaction ranking may be skewed. ICN's PerfectMeetings service option is considered as a "video over IP" product.

H.320 Video (Dialable Wideband, ISDN): Over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the H.320 Video product which is consistent with last year's score of 90.3 percent. Over seven percent indicated dissatisfaction with the H.320 Video product.

IP Videoconferencing (H.323 Video, Video over IP): Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the IP Videoconferencing (H.323 Video, Video over IP) product. This is a significant increase when compared with last year's score of 85.37 percent. Under six percent of the respondents indicated dissatisfaction with the IP Videoconferencing (H.323 Video, Video over IP) product.

Full-Motion Video (ICN MPEG2 Conferencing Site): Over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the Full-Motion Video (ICN MPEG2 Conferencing Site) product. This is a significant increase when compared with last year's score of 88.10 percent. Over 6.7 percent of the respondents indicated dissatisfaction with the Full-Motion Video (ICN MPEG2 Conferencing Site) product.

Comments:
I'm not sure what any of these are, but we did have a meeting with staff in our Lake City building and some of the mics did not work.
Not sure how to answer---classroom video
I feel there are still some bugs to be worked out with the conversion and bridging to the old MPEG rooms.
Just started using IP. I think it will be fine.

Technician Labor or Wiring Services

(Ranked by Account Consultant and Technical Support Contacts)

Have you utilized ICN Technician Labor or Wiring Services within the past year?	
	Response Count
Yes	48
No	288

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
What is your level of satisfaction with the ICN Technician Labor or Wiring Services that you have received within the past year?	68.18%	30	27.27%	12	2.27%	1	2.27%	1	*Not included in response count*	4	44	95.45%

Findings: The 95.45 percent satisfaction score for the 'Technician Labor or Wiring' services was consistent with last year's score of just over 96.15 percent. Over 4.5 percent of the respondents indicated some level of dissatisfaction with ICN's Technician Labor or Wiring services.

Comments:
Only had to help find a key for them - they took care of everything else.
Wired access points in warehouse. Was placement of antennae optimal?
When extending the DMARC, which is on all our orders, there are times this doesn't happen right away. For the most part this happens flawlessly. That is all I have to base my answer on.

Other Information
Future ICN IP Video Services
Responses from Account Consultants, Technical Support and Video Scheduler Contacts

Questions regarding product features were included in this survey to provide additional information as ICN works to incorporate an IP video conferencing solution.

Which of the following features would you like to incorporate in a video session? (Mark all that apply.)

Answer Options	Response Percent	Response Count
Multiple site display view during session	65.9%	149
Ability to schedule session on-demand	71.7%	162
PowerPoint or other presentation software	59.3%	134
Desktop computer or laptop access	74.3%	168
Video recording streaming, archiving	66.8%	151
Audio add on (bridging in a telephone call with the video session)	40.7%	92
Room phone for communication with technical support	30.1%	68
Web chat capabilities	47.8%	108
Technology uniformity/commonality in components throughout video sites	34.1%	77
Bridged audio capabilities (for three or more participants)	38.1%	86
Open microphone (voice activated switching)	47.8%	108
Session control (video originator controls all sites)	38.5%	87
Receives only	9.7%	22
Other (please specify)	9.3%	21
answered question		226

We're moving almost entirely to DOD provided desktop VC.
I think all the above features would be utilized at some point.
Ability to connect to Mac as well as PC products
Not sure how many of these would be used in a middle school setting.
Ability to transmit as well as receive.
Be more helpful in the development of an ICN classroom. Pointing us to vendors is not sufficient.
None, this is not something the ICN should be getting into. With Skype, Adobe Connect, Google Hangouts, BlueJeans available. This is a redundant and unneeded service
sessions from a laptop
I don't use our ICN Room so don't have answers for this survey
N/A We use free services that meet all of our needs.
We don't use the ICN for these functions
No interest at this time
Not sure i[f] we are using all of these services as we don't usually ordinate from our site.
I liked being able to change our own orig sites and last minute site a[d]ds that we had on our previous system.
Can't think this quick - don't know that much about it so not sure what would work for us.
I don't know enough about any of these options and how it would affect our current use of the ICN to give an accurate answer.

Which method do you currently use for video conferencing? (Mark all that apply.)

Answer Options	Response Percent	Response Count
ICN Classroom/Video Site	56.2%	164
Non-ICN Classroom/Video Site	16.8%	49
Desktop/Laptop	51.4%	150
Mobile Phone/Device	17.1%	50
Unsure of current video conferencing	11.6%	34
answered question		292

RFP to Sell or Lease the ICN

Responses from Account Consultant, Technician, Video Scheduler, and Billing Contacts

The Iowa Telecommunications and Technology Commission (ITTC), ICN's governing body, was instructed during the 2011 legislative session to write a request for proposal (RFP) to determine if there is interest from an outside vendor in purchasing or leasing the ICN. It should be noted that the highest ranked response category for all of the following statements was "no opinion" or skipped questions.

Following are some statements regarding the Sale/Lease RFP Requirement:

Answer Options	Strongly Agree		Agree		Disagree		Strongly Disagree		No Opinion		Response Count
I am familiar with the Sale/Lease RFP of the ICN and the legislative requirements of the bill.	7.16%	30	23.15%	97	15.51%	65	10.98%	46	43.20%	181	419
I am familiar with the process and direction ICN has chosen for the RFP.	5.07%	21	16.91%	70	20.05%	83	12.08%	50	45.89%	190	414
The release of a RFP makes me feel uneasy about the stability of the network.	20.05%	84	19.81%	83	8.83%	37	3.34%	14	47.97%	201	419

If the ICN was leased or sold, would it impact your organization's ability to meet its mission?

Answer Options	Response Count
Yes	222
No	153
answered question	**375**
skipped question	**147**

What impact would the sale or lease have on your organization?

It's hard to say; however, the cost to K-12 is very very low and is most appreciated by the district.

This sale would impact our high school ICN site more so than the middle school site due to the high school usage in teaching courses to students in other school districts.

Since 1994, Iowa's community schools and educational institutions have had access to ICN services. Finally in 2010, the Sac and Fox Tribe of Iowa has taken part in a three year grant program which would give us the opportunity to receive those same types of services while also enabling the enhancement those services to Iowa Community schools, libraries, etc. What organization can say that? It is a great feeling to take part of such a unique opportunity. At the same time, it is unsettling to think after three years of partnership to build this new and improved service, it will be sold to a high bidder. The worth of the networking services is invaluable, not only to partners, but also to the end users who receive the educational benefits. I believe there is enough evidence proving education is key to the economic success of any nation. Moreover, I believe this sale would have a negative impact if those same educational benefits were no longer provided at an affordable rate for educational facilities and libraries.

We are very happy with the service we are currently receiving. The level of knowledge and the professionalism of the NOC staff is comforting. We would definitely be concerned about disruptions to that.

Uncertain services

I have no idea.

We rely on ICN for delivery of our services to our transmitter facilities. I am concerned about how a new owner would work with us and what rates they would charge.

We are switching to another service.

I worry about the filtering of our network and meeting the demands for bandwidth that we currently have that will only continue to grow.

No ICN video offerings for our school.

I don't have the authority to speak to this issue on behalf of my organization.

Provides the only high speed internet access available to us in our local.

The potential for increased costs and decreased services.

We barely use it now and do not get informed on much??

We may lose "local control" as a state.

If the incumbent company was not as reliable, did not provide the same fast, efficient service, etc. it would have a great impact on our organization.

We would no longer be able to offer PSEO [Post Secondary Enrollment Options] classes to our students.
Unsure
Have numerous circuits with ICN. costs would increase tremendously after the 5 year guarantee is done.
Quality of service probably would decline. Costs would escalate dramatically based upon local negotiations trying to get additional band width
None that I know of
I don't think there is a buyer out there that would keep everything intact and use it the way it is now. I wouldn't have a job if the ICN goes away.
Very little
We're a Federal agency and the lease or sale could result in a price increase which would affect our business since we use the ICN daily.
How would it be run? Would will still have the ability to set no transmit orders? Would we have greatly increased traffic in? Would it become more difficult to schedule sessions for education? Because of competition?
We would immediately begin working on replacing our network. Would require huge funding increases for our network.
We count on the ICN for reasonable, reliable service for our district. If it were no longer we would have to go to a private company and more than likely pay much more for the same service.
I frankly think that the ICN is outdated and we could easily find other and better ways to communicate.
I am unsure how this would impact our school.
We would be much more susceptible to Cyber Attacks.. If Banking and other valuable entities are on our network hackers will be constantly trying to gather information. Banks and industries should have enough revenue to generate their own internet providers. Why put the schools at risk?
It would make us spend more money, we already don't have, in the education field to secure our network.
We currently rely on the local phone company for our access, and their ability to address our needs is minimal at best. Our fear in allowing private control of the system is that our challenges will only be increased.
ICN has been good to work with, I would be nervous about working with another vendor and meeting their compliances.
Internet access
Increased costs, Unsure about the service and reliability, Many security issues, It is insane to even think about selling the ICN!!!
Not sure what would replace the post secondary secondary class connection
Unknown
It could potentially make services unaffordable after the 5-year period of similar/lower costs.
Costs will increase. Services may not be as good. Equipment may not be maintained.
The impact would depend on the buyer. What is their purpose? I do not know the impact.
None
There are groups that use the ICN on a regular basis, and I do think they would be affected. One would be Child Care Resource and Referral training.
The ICN room is outdated. We need a more modern (Skype Type) of program.
Students having access to outside sources of classes and information
My yes answer is only applicable if after the 5 year period the purchaser of the ICN raised rates dramatically to schools.
If internet services were still available, no impact.
I would think the ICN might become a better entity because it would be out of the hands of the government. It would probably become more efficient and offer more possibilities.
Would it impact us as we increase bandwidth and how would costs be effected? As we increase technology for students and staff, the data connection we have is vital to our work and mission.
Federal e-rate would potentially be impacted in a big way.
Unable to offer nursing students courses via ICN
I assume a new owner of lease would be planning to increase costs for services. An unsubsidized owner can't lose money.
We offer classes with IWCC over the ICN. We also have workshops over the ICN. I'm not sure how this would change if we don't have ICN.
Cost could become a limiting factor.
I would need a similar service from the successor or other agency.
With any change over, there would likely be changes in practices, pricing, services.
My concern is that costs would increase substantially
It would depend on if other services were available to replace it at a similar cost.
The ability to find internet services of the same size and quality of the service Also, the support is excellent.
Surely no privately held company would have the motivation to provide the services that the ICN provides to Iowa citizens at an affordable cost.
We would remove the single ICN site we have.
We believe that the quality and reliability would go down.
I believe the quality of service and the relation with sales. finance, engineering, and technical staff would not be near what I am used to today.
Most likely the cost to have high bandwidth Internet access would increase.
If the sale resulted in discontinuation or increase in rates for internet service, that could have a significant detrimental impact on our district.
ICN circuits support data connections for EMR and direct patient care for our hospitals.
It could make it more difficult to get the internet service our district needs.
It depends on the direction the purchasing vendor takes with the network.
Privatization of the ICN would probably increase costs and it would not be subsidized.
Costs would probably go up.
I would be afraid that we would lose the present level of support we have.
Costs would increase which would limit our ability to continue services that we rely on.
I suspect higher costs.
Undetermined.

Not sure
It is hard to outline all of the consequences and know the unforeseen future issues that the sale would generate. We feel that we would lose the personal level of access we currently enjoy. We also think there would be financial changes/cost increases whether or not safeguards are put in place for current users. A buyer would have many expenses that the ICN does not.
I would be concerned about increasing costs for bandwidth.
The ICN room here is used pretty regularly for meetings of other organizations. It may have more impact on them if charges for the service were instated.
If costs increased it may affect us drastically
Not sure at this time.
NA
The potential is huge. If costs changed dramatically upward it would be a real blow. ICN is already way too high for internet services, so we brought a separate fiber in for that. The Site to Site Healthcare Networking is great, and we use that. If pricing went up there it would be a problem but that service is reasonable now.
Afraid that quality of service would go down while the cost would go up.
I really can not answer that question as more info would be needed. My concern would be Cost, Support, and Accessibility.
Unknown
Prices would rise, service would decline!
We would be unable to do educational video training conferences which could be seen at multiple ICN sites. Instead we would have to travel and do educational training in person at each location separately.
Possible increase in costs or loss of service.
I put no because I don't' do anything with the ICN room we use at the High school.
Have to learn new systems
There is no other RELIABLE high speed internet option in our area.
Unknown at this time.
I don't want my school to be at the mercy of constantly changing private providers, or uncertain pricing.
ICN is an excellent value and service for K-12 schools in Iowa. A sale or lease to a private vendor would have a private vendor looking maximize private profits, raising fees, reducing quality and not save tax payers any money.
Lower QOS
The cost would be huge, and to know that our feeds would not be bothered.
TO GET TELEPHONE SERVICE THAT WE HAVE NOW.
Could affect my long distance services and my e-rate application.
If there is an increased cost for services, this institution would have to weigh the cost/benefit/
Two major field offices in Iowa utilizes ICN connectivity via routers and switches for communication to Des Moines.
Affordable bandwidth for all locations in our districts. Local telecom's are inconsistent on what they could provide and level of tech support.
I wouldn't know until we had the new service.
Would a private company be able to meet the high standards that the ICN currently upholds.
We have just migrated off of the ICN service due to less expensive and more redundant alternatives on the open market.
Potential decrease in availability of resources, Potential increase of cost, Service degradation, Increase in associated costs, equipment mismatches to work with multiple vendors, assuming that if ICN is sold, there will be many vendors to provide similar
The RFP costs containments are merely for five years. After that time, we would be in a terrible position if the rates were to skyrocket.
Quality of service and speed of Internet.
A corporate purchase of the ICN might make Internet access unaffordable to the AEA and our schools, Iowa is unique in having the ICN and is a benefit to Iowan's.
Since we are a health care facility we are already having cuts to reimbursements. I expect this would increase cost to our facility for services. One of the main reasons we decided to utilize the ICN was due to the manageable cost, increasing that cost would increase the negative impact we are already feeling from our reimbursement cuts. Though I hope this would not happen, higher cost for internet / data services could contribute to higher cost for the health care we provide.
access to technicians
If we are still required by law to use this service, then another vendor could change things and prices without us having any control.
I am extremely happy with the current organization services and operations and would not like to see an outside organization have any chance to change that. Too many times vendors have changed significantly when they are purchased.
Depending on the process, it could force us to look for new services. We would need much more information about the process and any proposed changes.
Depending on the path it goes it could greatly impact us or heavily impact us. Heavily meaning we would have new management of our entire network and the potential of cost increases after the grace period. Greatly impact meaning we would start our search to get off the network due to security, cost and management concerns going forward. I truly believe that the sale of the ICN would NOT be in the best interest of the entire State.
Cost of service, continued service
I have no idea as I'm not familiar enough on this topic to comment
Potential for rising costs and closure of services.
I think so at least, it would depend on how the sale impacted the availability of cost effective high bandwidth internet access.
I don't know it would impact our network
Since ICN is state operated, there would be concerns over rate increases etc.
Sure the law specifies a number of years that service must continue to be provided at equal or lower cost to current. Nothing says that a buyer needs to continue providing service after that point, or that the costs can't increase greatly after that point. In the long run it has potential to increase our cost of providing internet service to our faculty staff and students.
We would likely explore outside services
From the security aspect, this would create more stress on our tech staff (who is very under staffed and under paid) to keep our buildings/staff/students protected from anti-phishing/anti-spyware and virus protection. At the current time, cyber criminals are not really interested in schools, but they would be more apt to be on our 'lines' and begin creating BotNets, etc., if the ICN were to lease/sale to corporations/banks, etc. and we all were 'traveling' the same line. We have less stringent security since we are a public entity and need to provide the public w/ internet access. We as a public school system, do NOT have the resources or funds to provide the additional required security that would be necessary if this were to occur.
None - we don't use the ICN for anything
Are ICN can not be Fix
We currently use ICN services as our ISP.

Possible financial
I guess at this time I am unsure of the impact it would have on us.
It would create uncertainty about internet access and the cost of the access.
We are bound by law to use the ICN's services for our data needs. If the network were sold I expect we would be free to make arrangements elsewhere.
Uncertain status of video conferencing would impact our mission.
I do not know
We depend on the ICN/Windstream for rural connectivity.
I feel the price we pay for data and internet services would increase significantly.
I don't know the answer to question #2. My response would be "I hope not". Since the IRHTP was built using federal funds I assume whoever may buy or lease the ICN would have to maintain this service.
I have no idea. Hopefully it would lead to better service for less money.
The timeliness of services met by the ICN Staff.
As long as the purchasing entity provided similar services, we'd be fine. The ICN presence in our rural town makes it easy to get the network services we need.
Possible
Business processes would change.
None
I don't know.
It would reduce the funding for several salaries (RTC allocation for scheduling and video tech)
Currently, education is the main focus so it depends what type of stipulations or requirements the new owners would put on the ICN room.
Forced to seek out other videoconferencing providers.
I would hope it would still be as easy.
Would have to adjust how we interact with the Iowa Board of Parole
Depends on what vendor would purchase or lease and cost increases or pricing changes. The ICN is our direct connect to Electronic Medical Record for the hospital.
I would suspect that ICN costs could/would increase greatly, and for any educational institution (Regents, community College and K-12's) this would be a detriment.
Our ability of our individuals that live here to not be able to communicate with family/guardians.
I feel it would eventually become too expensive to use. I wonder if we would have the same level of technical support in the same time frame.
It usually does not benefit the customer when this happen. Analogy of big fish eating little fish. Iowa needs to hang onto a good thing.
Depends on the buyer and what their policies would be.
Internet service provider
None
At this time I do not know the impact it would cause.
Because of the distance, some days throughout the year we don't have any internet service at all. If there is a line break between Marshalltown and Des Moines, we are disabled.
As long as we were still able to receive Video and Telephone service from the company, we most likely wouldn't experience an impact in our services. The cost may increase or decrease.
I don't feel I have enough information to make a statement.
It is hard to predict, but I would guess that it will not be business as usual. We are concerned about fees, support, access to FOT room by a private party, enhancements to video classroom and data networks.
Really don't know.
Unsure - could range from no impact to substantial impact depending on quality of service.
I have no idea
I hope the sale/lease will not have any impact on our district.
We are already seeking alternative methods to the delivery of trainings.
I fear of additional cost that may be inherited by our district for services we utilize through ICN services and limit opportunities for students, staff, and community.
Internet Service
Handled by our Tech Director.
We use the service for disasters so if it changed it may have some down time which we cannot afford.
We have not been able to use the ICN for the last 2 years due to our construction projects so I do not believe it is fair for me to comment. Thank you.
Some of the pathways to the ICN core would be lost.
The ability to connect to non-Trinity telemedicine sessions.
We have direct pipes between us and our members. We think we would either pay a lot more to get this from another provider, if it is even offered. We also expect that it would take a lot of time, effort and money to switch to a new provider.
Worry they might change the billing process which is great the way it is.
I don't know if the current services provided would be available.
If the ICN is sold the state of Iowa would be losing a valuable resource.
We would need to find another phone service provider.
We have zero dollars to put into the system at this time.
I don't know.
We have always had good service from ICN. Any time you change authority it leaves you vulnerable to major changes. In past experiences it has not been good.
I cannot believe the service would be as stellar and I would probably actively seek other sources for services we currently purchase from the ICN.
It would depend on the difference in billing and service if that were to happen.
What would be the impact? Will pricing go up?
Longer wait times, different requirements, different technicians,
Being a small school with limited use I could see us being eliminated because of that limited use.
Don't know
Change the rates we pay for data

Probably increased price of service
Well not really knowing but I believe that is how our school receives internet...so I would think that we would loose that privilege or have to lease from them or even find an alternate source.
May not have opportunity to offer classes that we can't get as a small rural school district
We save miles and time by using the ICN
Not sure if this would impact our business or not.
It would only impact it if the services or costs were changed drastically.
Our organization is highly dependent on WAN connectivity between sites and to DSM. The ICN in its current iteration does a great job of providing the level of service that we need.
I am not sure
At this time I do not think it would impact or school. I am not up to date on the sale/lease bill. I think I have to do more research on this to be able to answer.
Depends on the outside vendor selection. Ability to work with new vendor. Customize reports from vendor, ETC.
We would loose the great customer service that we get from ICN. Our agency has had many special projects and your staff has worked with us well to meet our needs.
If the costs increase, that would reduce our ability to use the system.
Unknown
I have absolutely no idea, it could might actually improve customer service.
We would lose the classes sent over the ICN.
Would need to identify a new service provider for remaining desk phones
I don't know.
Not sure
Have to find a different long distance & internet connections
I won't know that until it happens.
I believe costs would go up and we need a low cost internet service for our one to one environment.

New Service Offerings (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

What new services would you like ICN to offer and why?
Services to put presentation software up.
Ability to offer college level classes over the ICN equipment.
Updated video conferencing to be used to share instructors over multiple districts.
Improved video conferencing with multiple sites
1080P, Phone Services
Direct access to our school to the system.
None - prefer they'd close up
Professional Development for Teachers and Administrators
Provide dark fiber to a gigapop.
Upgrade the software/ hardware for schools
Video conferencing
Provide a way to tape programming.
High speed Internet to surrounding areas. Our school in Lacona has no options other than a 1.5 Mbps DSL connection.
None. Internet services is all we are interested in.
IP Phone Service & Equipment, Assistance in developing specifications for new ICN Classrooms
ICN is viable and certainly saves travel time.
Nothing new, just faster more consistent internet connection.
Video conferences from multiple device platforms. Valuable room resource tied up in old technology and equipment
Services provided by ICN meet my needs.
More bandwidth and cheaper prices
Caller ID long distance
Network monitoring, so we can better troubleshoot where in our connection link to the internet we are experiencing issues. It would be more proactive.
Web based bandwidth usage (both live and historical) for data circuits.
It would be helpful if ICN could open up its coverage to city and county governments. Our city is looking for strong, consistent broadband coverage, but cannot tap the ICN.
Data connections between district buildings
Web based conferencing like www.gotomeeting.com
How awesome would it be for the ICN to be able to deliver their services to home users.
QoS on ICN data lines.
Possible cloud based access.
Billing needs to be on time, not behind
More up to date video delivery platform mainly for the K-12's
Higher broad band wireless service. Separate from the main line wired in service.
Not sure if offered yet or not, SIP trucking for voice.
Video over IP (which you are doing). Storage and archiving (bunker service ?), host servers for shared services among AEAs,
None. Just get us 100mb of Internet speed by August.
DDoS prevention services - they would greatly help the AEAs and school districts down stream who face these type of annoyances.
Due to the potential sale or lease, nothing at this point. We are actually finding some of our own solutions.
Consider the idea of creating something like an Internet II for Iowa.   What I mean by that is that it would be beneficial for the collaborative opportunities that it would offer, I think, if there were a way to provision us our usual Internet connection at the usual cost, and then a second connection that would only be for communication with other nodes on the ICN. Presumably it should be cheaper to operate the ICN only network, and it should be able to be offered for a lower cost. I think this might open up many collaborative possibilities between colleges/universities.. Probably other users would have ideas that this could benefit too. Also along this line are there any opportunities to cache content more locally? The Google cache server, partnership with Netflix, etc.? Individually we do not do enough traffic for those companies to be willing to put one of their caching servers on our network. If you could find an opportunity to partner with one of those companies to cache their content locally, and that were combined with the Iowa bandwidth being cheaper idea, that could really help improve our internet service and control costs.
Voice mail to email, IP based web conferencing, NAC and Instant Messaging client. I believe these are services that any provider should have. These are important to us from both a security standpoint, and an employee productivity standpoint.
Video Recording Streaming
I would like ICN data/internet services to provide a text messages notification service, where we can subscribe for updates that ICN NOC sends out when their are known issues.
Skype
Affordable 3g/LTE for schools! :)
Free redundancy internet for schools.
Recording of video sessions is a service that the ICN is working on but it would be great if we could use the service NOW. Google Docs offers the opportunity for "sharing of documents" yet allowing the document author to control who can do what. This would be a service that would be great to have through the ICN. This service cuts down on emails and documents can be viewed and changes made at anytime. If someone makes a change, there's a record of who made the change. More than one person can be in the document as well. We use these for attendance records that are maintained on our ICN students at the different locations. The instructor only needs to go into one attendance record rather than one for each ICN room. Changes can be made in a document as needed as everyone can see the change instantly.

Practical and functional videoconference alternatives.
I am pretty new at this.....so I'm not sure.
I don't know that we are using ICN services/resources to their fullest capacity -- I would [like] more information, trainings, etc. I also am trying to learn if we are responsible for updating equipment or if that is something ICN will do and who I need to be contacting to get this information.
We are currently using other methods for this service.
Channel 1, if possible, or something similar to that. This could be something that districts could utilize throughout the day.
Nothing that I can think of at this time.
Web Based Streaming subscription for schools to be able to stream video similar to a twitch.tv
None. The current services meets or exceeds all our needs at the present time.
Integrating video platforms so a non-ICN classroom can participate in an ICN classroom based class.
We need upgrades to our computers and Video equipment. These will come with our new school

What ICN Does Well? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler, and Billing Contacts

What does ICN do well?
Provides learning opportunities for students/staff/community. This is one way to conduct meetings without leaving the school site.
Internet
I cannot honestly answer most of the questions in this survey. Many of them do not pertain to my area. See suggested recipients.
Provides "space" for other to meet.
Data services and internet connectivity are very good.
Opportunity for extended learning
Great customer service on maintenance and repair issues.
Presentations from DE and other organizations. Web classes are well done and used often
The equipment is reliable and well maintained.
Fiber access to internet
Notification of scheduling.
Staff are very professional and always very helpful, even in situations where I am not fully educated on matters that have been put in my charge temporarily...always very helpful and willing to teach me along the way. Thanks!
It is outdated and never fulfilled the need. It was very difficult to use and there ended up being a great deal of wasted time when I used. it.
Basic classes from colleges
Transmit classes
Offer small schools college level courses
Everything. Not sure they've mastered the video conferencing yet for use with high school courses.
Video conferencing has enabled us to provide a valuable service to the people of Iowa.
Provide network lines.
Provide reliable internet to it's participants.
We love the programming offered by Iowa Public Television. The programs enhance our curriculum. I appreciate not having to travel for meetings. We can walk to the ICN room, get the information, and get right back to work.
Provide us with video and internet services
Keeping us connected throughout the state.
Provide live courses to our students.
Not much.
Data delivery. Responsiveness to issues/outages. Keeps us up to date on service offerings and upcoming changes. Very good pricing for the bandwidth we receive--other states are envious of what Iowa has in the ICN
Provides low-cost internet and video conferencing.
Product support and reliability
They have helped us with our long distance phones and also our Internet services.
Provide cheap services for rural school internet
Provide good service if you are presenting over the ICN and something doesn't work well such as no sound in one of the sites
Internet service
It serves a good purpose for those in the area that needs classes.
High speed Internet access
Internet
Maintain our schools internet connection.
Provide video service. communicate
Internet, Conduit for video/audio classroom instruction
Gives information/learning from a distance (I don't have to go to DM for certain meetings, for example)
Provides high speed internet at a reasonable cost.
Listening to the needs of it's customers.
Customer service from Sales, Finance, and NOC.
Cheap bandwidth.
Communicate
Local support is awesome
Provide inexpensive internet to schools
Personal follow up on issues and in providing support.
Bandwidth/cost
It provides great bandwidth at good speeds for a great price.
They respond to issues in a timely manner
Provides us the amount of bandwidth that we need.

Phones
The service has been reliable and effective. All but the internet service is priced well.
Installation and wiring.
Customer Service. Knowledge of the current network is excellent.
Provides good quality, reliable internet services to public schools.
Provide a reliable service for a fair value
NOC Support
Great service
Provides exceptional Bandwidth at a good price
Network connectivity
Reliability and service
Good personnel
Customer Service, Tech support
ICN Internet, Aggregation services and technical support has been terrific!. Service is reliable, and of quality. Support is responsive. People are knowledgeable. ERATE support is excellent!
Keeps the cost low and the availability to bandwidth high.
Provides a cheap rate for schools.
Everything it is involved in !!
Reliable and cost effective Internet service
Overall the services they provide are handled well.
The ICN has provided spectacular service.
Affordable data servicing
Provides dependable and cost effective phone and internet services.
Offer solid, reliable services at a fair price.
They provide a (mostly) solid network for a reasonable cost. With the implementation of BTOP they are going through some growing pains which makes the network more suspect than it has been in the past. I know this will pass in time, but it has been painful as of late.
Internet access for our school.
Professionalism of staff
From our point of view the access to the internet has been excellent and mostly uninterrupted. This you have provided very well.
Technical Support, Up time of Internet service.
Internet access
Great data speeds at amazing prices.
Provide a stable network connection most of the time.
It's cheap internet... no one can beat your prices, but everyone beats your service.
Reliable broadband connection
Provide internet and long distance phone service. The customer service has been good as well.
Email follow-ups about service contacts
I suppose internet connectivity and ICN Classrooms?
Deliver technology/communications services at an affordable cost to schools.
ICN has very professional staff on board and always get the job done. ICN is a very well ran organization.
Great service and great network.
Offer a stabile network environment.
Internet interruptions.
I think that the ICN does a great job of connecting Iowans and Iowa communities. Our library only uses the video conferencing. We get our internet and phone through a local company.
Able to connect to multiple sites at one time.
We are satisfied with the video rooms but now the addition of the IP rooms sometimes isn't smooth. I think that the internet portion of ICN is excellent but the public isn't aware that is one of the offerings to the schools. All they see is the video classrooms.
Very good to work with to schedule a session.
I appreciate the updates on what is going on with the ICN.
Keeps prices down.
Good service
Inexpensive long distance
The service has clarity and have had very little interruptions in service. When we do have an interruption, ICN is very quick to locate the problem and fix it.
Deliver low cost rates for phone usage.
I like the variety of the courses you offer.
Local sites are beneficial in rural Iowa and the wide variety of times.
Making the equipment work within the system, the system in some districts are quite aged, and the ICN still work relatively reliably. the foundation of the system when it was built is really solid and I hope for the same reliability moving into the future.
Help their customers

Connect our site to various telemedicine sessions.
The stability and reliability of the network has increased dramatically over the past 5 years.
The billing process.
Customer service
Keeping the cost at a reasonable rate and providing good service. Big is not always better, we have a good thing here, keep it as it is.
Providing the services and excellent customer service.
Response time is good
Provide reliable cost effective service
Expands educational opportunities for course work
We only have long distance.
It allows us to conference with different sites without people leaving their cities. In that respect very cost effective
Provides our schools internet capabilities.
Providing internet service to the district and long distance phone service. Even if there is an issue with the internet the team at ICN is quick to let us know.
It takes good care of the equipment in our server room.
Getting a problem fixed fast with good customer service.
Monitoring connections, providing feedback.
Bills on time.
Customer service - having knowledgeable employees
Deal with the numerous service requests that our agency submits.
Everything that I know about

What Should ICN Improve On? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

What should ICN improve upon?
Getting the Department of Education to utilize the site to educate school personnel....
Some time the teachers have problems with the volume, sometimes its to loud and then sometimes its they can't hear.
I think ICN could improve its code. There is no place in the code which would allow a tribal government to participate which only appears to be prejudiced in nature. The State of Iowa has been an ally for the Meskwaki people for years. The state has helped in many ways that are unknown by other states and have not been prejudiced towards them; however, this particular code does not inflect any language recognizing tribal government as a federal entity. I also think there is room to educate other Iowan educational facilities to Native people like the Meskwaki so that we may eliminate the prejudice view that so many non native people have.
POTS [Plain old telephone service] is pretty primitive.
Uptime reliability
More course offerings
We'd like to see billing detail and timeliness improved. Call our budget officer if you'd like details. It's okay, it's just not on-par with everything else you do so well.
Help Switch old rooms to (IP) voice and video conferencing.
More broadcast options
Pretty pleased with service
Needs to advocate purchasing additional bandwidth for level 3 sites. It is inequitable that level 3 sites will pay more for bandwidth over 25mb single line where level 1 & 2 sites do not have to.
Notifying end users when there is a outage or when there is a scheduled outage for internet connection.
Functions well to accommodate our use.
Notification / scheduling
Too much red tape for scheduling. Not dependable for good connections
Contacting school tech if there is a slowness or and interruption of service. I am not asking for !00% of service I realize there are outages once in a while or router issues, BUT if you would just let us know we would not be franticly be troubleshooting out local networks!, We could just let our staff know and it will be resolves shortly..
Providing direct access to all public school buildings.
Speed, Adobe connect seems to be far superior in my ability to conduct classes from different locations. I can do it from any computer, anywhere, video conferencing, ability to group.
Everything
Allowing more turn ups during business hours Reduce port charges
Build out the existing fiber infrastructure to eliminate the third-party Telcos which sit between ICN and the end users.
Contact customers at least once a year.
Creating more bandwidth, technology will play a part is this role.
Update the program! We are using Skype or having to purchase software to meet our need to share programs with other districts.
Update actual classroom equipment.
The general premise is out dated.
Update the video conferencing capabilities.
More hands-on for helping schools improve facilities that include ICN classrooms
If it is still viable make sure that everything is up to date so that ICN can be expanded.
Service - I am still waiting for someone to fix the noise in line.
More access for more people, at a faster rate, and at a cheaper cost to the consumer.
Keeping maintenance windows to a minimum.
Focus on providing bandwidth at affordable rates, nothing else.
To many internet outages lately.
Helping customers troubleshoot problems
Communication regarding IP video transition.
Better interface for submitting DNA changes.
Reducing network downtime and phone outages
Construction time is a real problem. We have been on 2 years now so that is behind us, but we waited two years from siging to get live.
Post installation service.
Billing. When we need accounting information changed. It needs to happen immediately, not with a lag time.
Try to improve on the costs that are passed on to schools.
Do not sell or lease to a private vendor
Be more proactive in an ever changing world of technology...designate more $ in R&D
Not selling.
Telephone technology services and voicemail
Pricing and reliability

Getting Billing to reflect changes/corrections timely and correctly!
Eliminate the middle man fiber between the ICN and the customer. Own the entire network. Lobby to include City & County government as fully authorized users. Buy up all the Local Telcos!
Providing Internet speed that is 21st Century speed.
Customer service, listen to the customer and follow up with the requests from the customer.
The installation process, if you have not already.
Communication
Ability to rectify issues
Informing when ICN is down
Number of services offered. General update of technologies available to current industry standards.
Communication about proposed changes to their services.
COMMUNICATION - letting all parties know what is going on. Better network monitoring so they know about the outages before we call.
Communications, Uptime, Availability
Understanding of your own network and where it runs. It was not discovered until almost the end of the project that a better route was right in front of our district. This would have significantly improved the project timeline and got us going in a much better place.
Nothing. Job well done.
Faster speeds. Greater uptime. More communication during unexpected downtime
Communications after the fact.
Keeping their network outages to a minimum.
Work orders are not user friendly, especially regarding billing issues. Very frustrating to wait for someone to call you back (even though they respond in a timely manner). It's just one extra step that you have to go through. Very frustrating when you can't call and talk to someone about the problem when you place the original call. I understand the reason for them but that doesn't make it any better.
We would like to improve on the ability to access out of state points. A lot of schools don't see the usefulness of their video classrooms - most of the equipment is now obsolete.
Get the video over IP going more quickly and keep potential users better informed about its progress.
Bridging the conversion of MPEG and H323 rooms!
We had a bad experience with a subcontractor. While I realize you don't control subcontractor, I should have been able register a complaint so that others would not have to deal with him in the future.
Getting bills out a little sooner.
We rely so much on the internet working that when it is down, it is a frustrating day; especially when we are not told when it will be back up. Higher speed internet would be helpful too.
Follow up on support calls.
Volume is an issue. Some sites are loud and some have to turn way up.
Strangely, some of our phones revert to DND, and the person with that phone doesn't know what caused it. Apparently there is a bug in the software that causes this to happen randomly. Also, when I have a phone removed, please don't bill me for the time period between when it was actually removed, and the later date I requested it to be done by. It is nice you are able to get to it before the date requested by, but why bill us for it after it is removed early by permission? We can't use it after it is removed. That makes no sense to me.
Ease in reviewing and making changes to assignment of equipment.
In our district it is hard for our middle school and high school students to be able to view any because of the time differences with our scheduling and your scheduling.
Communication with local sites to be open to the public when the site is being utilized in the evenings/weekends.
Help us find affordable options to continue services we are currently providing to area K-12s.
Turn around time on projects and cost billed to state agencies.
Marketing and making us aware of available services
There are times when I would like my bill emailed to us a little sooner. We have a meeting the second Monday of the month and I usually mail the packets to the Board on Wed. or Thurs. and late Thurs. or Friday I get my email bill. Not a big issue, just add it to the list at the meeting.
As far as video conferencing, for it to remain viable, it would be nice if inclusion of PC based content was clearer when transmitted.
Providing more information regarding existing services
It would be good if the students could be on I-Pads or laptops and respond to questions that could be tabulated for all to see vs. the classroom clickers
Communication on outages
Stability of equipment and transmission. Standardization of equipment at sites. Marketing meeting services to ease travel time and costs for participants.
It would be nice to have a email or something when they are updating equipment in the server room.
Rates for router management services are high.
Allowing longer period to audit before payment is required.
Updates to the utility portion of the bill. Having the updates show up on the next month's invoice.
Follow up with contact listed on service requests.
Consistency and management of network and project - project completion is horrible, project management is horrible, and customer service around project work is horrible. Additionally, the network is becoming more and more inconsistent - if the ICN were sold it may be a good thing - might actually be more competitive and have more drive to client satisfaction - from service consistency to project coordination and support. It's time to stop the excuses.

How ICN Can Help Your Organization Meet Its Objectives? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

How can ICN staff help your organization meet its objectives?
Communicate with our technology coordinators
Keep doing data really well.
Contact us if there is slowness out outage. Let un know what is going on. Keep us informed of future changes. This network was built for school and Libraries and Colleges.. Lets keep it that way.
They have.
Be more helpful and friendly - learn to do something more than open a ticket.
Continue to keep us informed. Continue to reduce prices as possible
Continue to provide low-cost internet and video conferencing services.
Continue to upgrade, so everything runs well. Provide training for individuals charged with providing ICN services.
Sending new information that ICN is offering; or even what ICN is currently offering. I'm not sure teachers and administration are aware of what the ICN can do for them.
Stay modern communicate to schools on capabilities and in-service school personnel on how to use capabilities. It does no good if nobody knows it exists or knows how to operate it.
Allowing one teacher to teach nursing classes to five different schools simultaneously.
More hands-on for helping schools improve facilities that include ICN classrooms
Communications related to installation, plus preventative and corrective maintenance. Would be nice to have access to work order database to be able to track status of work order. Providing reason for maintenance along with any functionality changes.
Focus on providing bandwidth at affordable rates, nothing else.
Provide more services around internet and network troubleshooting
Keep up the hard work. We appreciate all you do.
Help with connections from my out lying buildings to my ICN buildings
Better communication about coming plans and technology changes. Right now I have no idea what your product road map is, and I am very concerned about the ICN being sold. We are a small facility. if a large facility bought it especially a Healthcare Organization we would be in a world of hurt.
They do a wonderful job now.
Just keep talking to us
Continued growth in bandwidth, reliability and service.
By having a simpler more user friendly phone and messaging service.
Communications, Data, Access. Technical Support.
Bigger pipe and more speed
Provide us with the requested information
Communication is the key in my opinion; with installations, with call requests and issue follow-up.
Text messaging notifications when their are known network issues at the ICN.
Communications, Uptime, Availability
We applied for an upgrade to 50MB a year ago. Because of a legal problem with a local Telco (Alpine Communications), we have still not received this upgrade and are stuck at 25 MB. We have had almost no information about what is going on with this.
Yearly reviews with ICN account representative would be good. Discuss upcoming initiatives and help district plan for the future.
Tell us what's happening when our internet connection goes down.
Unsure. Upgrade VOSS software to help in the conversion process. Even if there is a plan to replace VOSS, it would appear that could be a very long time yet.
cheaper data options
Be dependable and have fast service
Ensure good service.
At this time, I cannot think of anything. Our district uses the ICN mostly with elementary students because of scheduling conflicts with our Middle School/High School students.
By keeping the process the way it is.
Continue to work with us to inform area schools of options for offering college credit courses to high school students.
I am satisfied with ICN's service and support.
We are possibly interested in video or other meeting possibilities and also in creating/hosting webinars
Our Technology person will be in contact as we plan for our new room
Work proactively to get fiber connectivity to remote sites. A more proactive approach in general

Concerns to Discuss with Staff

Six respondents had specific concerns that they wanted to discuss with ICN staff.

Appendix A – Historical Results

Comparison with Previous Years (**Highest**/**Lowest**) **Differences greater than 5% are** <mark>**highlighted**</mark>. **Decreases greater than 5 percent are in** **red**.

History of Completed Surveys

Year	Account Consultant	Technical Support	Billing	Video Scheduler	Completed Surveys Total
2013 Completed Surveys	182	181	118	41	522
2012 Completed Surveys	176	16	82	32	306
2011 Completed Surveys	93	41	120	27	281

*There was a significant increase of 'total survey invitations sent', as well as the total number of completed surveys for the technical support contacts in FY 13. In FY 12 there were 16 technical surveys completed, which increased to 181 for the FY 13 customer survey. The reason for the increased technical contact listing was that it was acknowledged that the technical sample size surveyed in FY12 wasn't an accurate reflection. When compared with historical statistics, the satisfaction percentages may have a dramatic result when comparing similar categories.

GENERAL QUESTIONS

		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Overall, how satisfied are you with the services that you receive from the ICN?		87.00%	**83.00%**	87.63%	**91.91%**	91.86%	89.20%	-2.66%

		2008 Value Score	2009 Value Score	2010 Value Score	2011 Value Score	2012 Value Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
How would you rate the value of the services you receive from the ICN?		79.00%	**75.69%**	**82.61%**	81.68%	82.38%	81.90%	-0.48%

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
How likely would you be to recommend additional ICN Services to decision makers within your organization or your peers?		NA	86.51%	89.89%	86.29%	84.75%	84.40%	-0.35%

Overall Satisfaction Scores for the Functional

Functional Area		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Overall Account Consultant Performance		75.00%	69.97%	73.91%	96.30%	96.80%	93.27%	-3.53%
Overall Project Management Performance		79.00%	77.08%	75.00%	96.00%	94.34%	93.10%	-1.24%
Overall Installation Performance		90.00%	81.22%	80.85%	93.94%	93.33%	92.61%	-0.72%
Overall Billing Performance		76.00%	87.37%	76.47%	82.14%	92.68%	89.86%	-2.82%
Overall Service Desk/Network Operations Performance		90.00%	90.52%	91.49%	93.94%	97.24%	96.18%	-1.06%
Overall Maintenance and Repair Performance		81.00%	94.74%	91.55%	91.67%	-	-	-
Overall Maintenance and Repair Performance (within Des Moines Metro)		-	-	-	-	96.55%	91.38%	-5.17%
Overall Maintenance and Repair Performance (outside of Des Moines)		-	-	-	-	94.87%	89.47%	-5.40%
Overall Video Scheduling Performance		83.00%	100.00%	93.65%	100.00%	96.77%	97.75%	0.98%

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

Account Consultant Questions

How satisfied are you with the following ICN Account Consultant attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Quality of responses to your questions and concerns.		0.00%	82.79%	85.11%	96.43%	96.88%	92.23%	-4.65%
Timliness of ICN Account Consultant responses to your needs		78.00%	72.73%	78.72%	98.25%	96.09%	94.17%	-1.92%
The knowledge level of ICN Account Consultants			79.17%	80.43%	98.21%	96.83%	97.03%	0.20%
ICN Account Consultants keep you informed of changes.			62.81%	61.36%	94.64%	90.98%	88.00%	-2.98%
Ability of ICN Account Consultants to anticipate your needs and proactively provide assistance			58.33%	57.78%	90.20%	90.68%	89.90%	-0.78%
Professionalism of ICN Account Consultants		85.00%	85.12%	87.23%	96.43%	97.60%	98.06%	0.46%
Follow-through by ICN Account Consultants after the product is installed		75.00%	66.38%	60.00%	88.68%	93.75%	92.63%	-1.12%
Service provided met your objectives		76.00%	76.27%	80.85%	91.23%	92.74%	94.34%	1.60%
Ongoing consultation		70.00%	61.21%	56.52%	93.75%	94.17%	86.32%	-7.85%
Overall Consultant Performance		75.00%	69.91%	73.91%	96.30%	96.80%	93.27%	-3.53%

Appendix A – Historical Results

Comparison with Previous Years   (**Highest**/**Lowest**) Differences greater than 5% are **<mark>highlighted</mark>**. Decreases greater than 5 percent are in **red**.

Project Management Questions

How satisfied are you with the following ICN Project Management attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Updates on project status by project manager				**72.73%**	88.00%	**94.23%**	89.29%	-4.94%
Professionalism of project management staff		85.00%	86.14%	**77.27%**	96.00%	**100.00%**	**100.00%**	0.00%
Responsiveness of project manager to questions and concerns				**75.00%**	**96.00%**	94.23%	90.00%	-4.23%
Project management handling of challenges or scope changes.				**75.00%**	96.00%	**96.08%**	89.66%	**-6.42%**
Overall Project Management Performance		79.00%	77.08%	**75.00%**	96.00%	**94.34%**	93.10%	-1.24%

Billing Questions

How satisfied are you with the following ICN Billing attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Completeness of billing		**77.00%**	87.25%	85.29%	85.71%	**92.86%**	90.41%	-2.45%
Accuracy of billing		**75.00%**	84.16%	85.29%	80.72%	**92.86%**	86.11%	**-6.75%**
Timeliness of billing		**77.00%**	86.27%	79.41%	88.10%	**95.00%**	94.52%	-0.48%
Timeliness of resolution of billing disputes		**70.00%**	81.82%	75.86%	77.27%	**87.10%**	83.87%	-3.23%
Payment methods		**77.00%**	88.78%	77.42%	96.20%	**97.44%**	95.77%	-1.67%
Professionalism of ICN billing staff		**80.00%**	92.93%	81.82%	88.31%	**97.74%**	97.22%	-0.52%
Helpfulness of ICN billing staff		80.00%	90.00%	78.79%	85.71%	92.31%	**94.44%**	2.13%
Use-friendliness of ICN billing process		75.00%	81.19%	**70.59%**	85.71%	84.62%	88.57%	3.95%
Overall Billing Performance		**76.00%**	87.37%	76.47%	82.14%	**92.68%**	89.86%	-2.82%

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

Installation and Service Order Questions

How satisfied are you with the following ICN installation and service order experiences?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Timeliness of ICN delivery of services		86.00%	79.17%	84.21%	93.94%	91.89%	92.16%	0.27%
Professionalism of ICN service staff		90.00%	90.83%	87.37%	98.51%	97.37%	97.55%	0.18%
Services provided met your expectations			83.33%	81.72%	89.71%	93.24%	92.16%	-1.08%
Follow-through by ICN service			73.43%	75.53%	90.63%	97.01%	92.31%	-4.70%
Overall Delivery of Service Performance		90.00%	81.22%	80.85%	93.94%	93.33%	92.61%	-0.72%

ICN Service Desk/Network Operations Center (NOC) Questions

How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Promptness of answering inquiries		90.00%	90.52%	92.71%	95.65%	97.26%	95.85%	-1.41%
Knowledge of NOC service staff		90.00%	91.87%	91.49%	96.21%	97.86%	97.31%	-0.55%
Timeliness of information and updates		85.00%	85.65%	90.32%	92.42%	95.77%	92.66%	-3.11%
Correctness of service installation restoration		86.00%	85.37%	87.10%	93.89%	97.16%	92.89%	-4.27%
Professionalism of NOC service staff		91.00%	93.78%	93.55%	98.52%	98.58%	97.72%	-0.86%
Courteousness of NOC service staff		92.00%	93.75%	94.68%	98.52%	97.92%	97.33%	-0.59%
Overall Service Desk/Network Operations (NOC) Performance		90.00%	89.71%	91.49%	97.73%	97.24%	96.18%	-1.06%

Appendix A – Historical Results

Comparison with Previous Years   (**Highest**/**Lowest**) Differences greater than 5% are <mark>highlighted</mark>. Decreases greater than 5 percent are in <mark>red</mark>.

ICN Maintenance and Repair Contract (Des Moines Metro Area)

How satisfied are you with the following ICN Maintenance and Repair attributes?		All ICN Maintenance and Repair Contacts						Satisfaction Score Difference Greater than 5% (2012-2013)
		2008 Satisfaction Score	**2009 Satisfaction Score**	**2010 Satisfaction Score**	**2011 Satisfaction Score**	**2012 Satisfaction Score**	**2013 Satisfaction Score**	
Responsiveness by field personnel		**84.00%**	**97.06%**	90.41%	92.98%	93.10%	96.55%	3.45%
Responsiveness to large emergencies		**81.00%**	94.50%	88.52%	95.56%	**96.00%**	92.45%	-3.55%
Completeness of maintenance or repair work		**82.00%**	91.73%	88.89%	**94.74%**	92.86%	91.53%	-1.33%
Quality assurance experience		**84.00%**	91.60%	91.30%	**94.34%**	89.29%	93.10%	3.81%
Professionalism of field staff		**88.00%**	96.21%	93.06%	**98.18%**	96.67%	96.49%	-0.18%
Maintenance provisions of the Service Level Agreement (SLA) were met		**80.00%**	89.32%	88.89%	**97.73%**	92.31%	94.55%	2.24%
Agreed upon Service Level Agreement (SLA) timeline was met		**79.00%**	89.52%	90.32%	91.30%	88.00%	**92.45%**	4.45%
Overall Maintenance and Repair		**81.00%**	94.74%	91.55%	91.67%	**96.55%**	91.38%	<mark>-5.17%</mark>

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN Maintenance and Repair Contract (Outside the Des Moines Metro Area)

How satisfied are you with the following ICN Maintenance and Repair attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Responsiveness by field personnel		84.00%	97.06%	90.41%	92.98%	92.50%	92.31%	-0.19%
Responsiveness to large emergencies		81.00%	94.50%	88.52%	95.56%	100.00%	89.39%	-10.61%
Completeness of maintenance or repair work		82.00%	91.73%	88.89%	94.74%	94.87%	93.42%	-1.45%
Quality assurance experience		84.00%	91.60%	91.30%	94.34%	94.74%	91.67%	-3.07%
Professionalism of field staff		88.00%	96.21%	93.06%	98.18%	95.24%	100.00%	4.76%
Maintenance provisions of the Service Level Agreement (SLA) were met		80.00%	89.32%	88.89%	97.73%	97.22%	90.14%	-7.08%
Agreed upon Service Level Agreement (SLA) timeline was met		79.00%	89.52%	90.32%	91.30%	97.22%	87.32%	-9.90%
Overall Maintenance and Repair		81.00%	94.74%	91.55%	91.67%	94.87%	89.47%	-5.40%

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are <mark>highlighted</mark>. Decreases greater than 5 percent are in red.

ICN Video Scheduling Questions

How satisfied are you with the following ICN Video Scheduling attributes?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Quality of responses to your questions and concerns			**100.00%**	**93.94%**	**100.00%**	98.36%	98.84%	0.48%
Timeliness of ICN staff response to your needs			**100.00%**	**95.45%**	97.50%	96.72%	**98.85%**	2.13%
The knowledge level of the ICN video scheduling staff			98.65%	**93.85%**	**100.00%**	98.39%	98.85%	0.46%
ICN video scheduling staff keeps you informed of changes			**100.00%**	**90.48%**	97.56%	93.55%	95.45%	1.90%
Level of ICN video staff professionalism		**89.00%**	**100.00%**	93.75%	**100.00%**	**100.00%**	98.88%	-1.12%
Overall Video Scheduling Performance		**83.00%**	**100.00%**	93.65%	**100.00%**	96.77%	97.75%	0.98%

Appendix A – Historical Results

Comparison with Previous Years   (**Highest**/**Lowest**) Differences greater than 5% are <mark>highlighted</mark>. Decreases greater than 5 percent are in red.

ICN Services

The response level to the services questions has always been low causing the possibility of the satisfaction ranking to be skewed and the comparisons to be unreliable.

ICN Voice Service Services

What is your level of satisfaction with the following ICN Voice Services that you have received within the past year?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Long Distance/Toll Free				**88.14%**	93.22%	**100.00%**	96.00%	-4.00%
Teleconferencing			82.80%	**78.05%**	95.00%	**100.00%**	94.44%	<mark>-5.56%</mark>
Voice over Internet Protocol (VoIP)			**44.00%**	54.55%	71.43%	75.00%	**100.00%**	<mark>25.00%</mark>
Automatic Call Distribution			73.08%	**61.54%**	70.59%	88.89%	**100.00%**	<mark>11.11%</mark>
Interactive Voice Response			**64.00%**	66.67%	88.89%	**100.00%**	**100.00%**	0.00%
Telephone Sets/Features/Voice Mail				**76.95%**	78.38%	84.62%	**92.31%**	<mark>7.69%</mark>

ICN Data Service Services

What is your level of satisfaction with the following ICN Data Services (including Internet) that you have received within the past year?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
Private Line (leased, Dedicated)			**82.39%**	86.96%	94.74%	94.87%	**95.74%**	0.87%
Ethernet Transport (MAN, WAN)				**87.50%**	**96.15%**	93.85%	95.71%	1.86%
Internet			**82.39%**	87.50%	92.86%	**94.90%**	91.58%	-3.32%
Routing Management			**72.09%**	83.33%	**97.87%**	92.31%	92.86%	0.55%
State Firewall						96.67%	**100.00%**	3.33%
Domain Name Service (DNS)			**83.82%**	88.46%	95.12%	**100.00%**	96.43%	-3.57%

Appendix A – Historical Results

Comparison with Previous Years   (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN Video Service Services

What is your level of satisfaction with the following ICN Video Services that you have received within the past year?		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
H.320 Video (Dialable Wideband)			75.86%	72.73%	92.86%	90.32%	92.68%	2.36%
IP Videoconferencing (H.323 Video, Video over IP)				75.00%	94.12%	85.37%	94.34%	8.97%
Full-Motion Video (ICN MPEG2 Conferencing Site)				83.64%	91.43%	88.37%	93.22%	4.85%

Technician Labor or Wiring Services

		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	2013 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2012-2013)
What is your level of satisfaction with the technician Labor or Wiring Services that you have received within the past year?				85.29%	98.08%	96.15%	95.45%	-0.70%